

Canton City Health Department

September 2017 Report (Meeting 10/30/17)

QUALITY IMPROVEMENT

On a quarterly basis, the Quality Improvement Committee provides a written update to the Board of Health as to the progress of QI Plan goals and objectives and completed QI project outcomes per the 2016-2017 QI Plan 800-015-P approved on 06/09/2016.

PROGRESS OF QI PLAN GOALS AND OBJECTIVES:

- *QI Goals with deadlines within 3rd quarter 2017 (07/01/2017-09/30/2017) due to extensions:*
 - Develop QIPT PDCA implementation structure for QIPT meetings due 09/30/2017:
 - The documents available from LeanOhio were revised to fit CCHD needs. An outline summarizing the structure was also developed. These will be used for the QI projects to see if any revisions are still needed.
 - Supplies needed to complete the activities during QI projects were ordered and received in August 2017.
 - A cart to hold the QI supplies was researched to find it cost a lot of money. EH has agreed to build a supplies cart out of recyclable materials from the Recycle Center to minimize costs. This will likely not be completed until Winter 2017.
 - Goal deadline extended to 12/31/2017.
 - Develop QIPT Charter for each QIPT due 09/30/2017.
 - As part of the QIPT PDCA implementation structure goal above, each QIPT will complete their QIPT Charter form. The Phone Routing QIPT completed this in August 2017 during their meeting, and the Immunization Clinic QIPT will plan to complete this in October 2017.
 - Goal deadline extended to 12/31/2017.
 - Find free QI Tool training modules for QIPT members by 09/30/2017
 - The training documents available from LeanOhio were revised to fit CCHD needs. These training documents will be used during QI projects to see if any revisions are still needed.
 - Goal deadline extended to 12/31/2017.
 - Develop and implement Performance Management System (PMS) due 09/30/2017
 - Assigned to the Accreditation Domain 9 Team. The Domain 9 Team was actively progressing toward this goal during 4th quarter 2016, but has been delayed (see last quarter report for explanation). Free PMS training was made available to CCHD, so 2 members of the Domain 9 team (Terri and Carl), the Accreditation Coordinator (Rob), a member from the accreditation team (Ashanti), and a member of the division leaders (Mark) attended the 2-day training on 8/16/17-8/17/17. A follow-up training is scheduled for 11/9/17 in which CCHD will attend.
 - A free trial of the PMS software named VMSG Dashboard was trialed during June 2017 by a committee of individuals impacted by the PMS system. The spreadsheet version of the PMS system that Stark County Health Department uses is also under trial in June 2017. A decision

was made in October to use the spreadsheet version (since it is free and fulfills our basic needs) as CCHDs PMS.

- Goal deadline extended to 12/31/2017.
- *QI Goals with deadlines within 4th quarter 2017 (10/01/2017-12/31/2017):*
 - Conduct advanced QI training for QIPT Consultant and any other interested staff by 12/31/2017.
 - The QIC selected the LeanOhio Boot Camp training as the advanced QI training. The QIC researched to find if the LGIF Scholarships are still available to attend this training for free, but they are no longer available.
 - CCHD applied for a NACCHO grant to award funding to be used to pay for LeanOhio Boot Camp in September 2017. The decision of grant awards will be made in October 2017.
 - Goal on target.
 - Complete one QI project in an administrative area by 12/31/2017.
 - In January 2017, the QIC selected the Phone Answering and Routing (“phone”) project proposal to be a QI project in an administrative area. The team members were originally selected by the QIC and division leaders in January 2017. However, by the time the team was ready to meet, the team members had to be revised in July 2017 due to availability of staff and staff turnover.
 - Due to delays in waiting for the QIPT PDCA implementation structure to be completed, the Phone QI project team finally conducted two meetings in August 2017 and one meeting in September 2017. The team also developed a baseline data collection form, in which data was collected by CCHD staff during 09/15/17-09/22/17. Team is currently working through improvement plan.
 - Goal on target.
 - Complete one QI project in a program area by 12/31/2017.
 - In January 2017, the QIC selected the Improving Immunization Clinic project proposal to be a QI project in a process area. The team members were originally selected by the QIC and division leaders on January 2017. However, by the time the team was ready to meet, the team members had to be revised in July 2017 due to availability of staff and staff turnover.
 - Due to delays in waiting for the QIPT PDCA implementation structure to be completed, the Immunization Clinic QI project team wasn’t ready to meet. Five (5) meetings have been scheduled to be conducted in October.
 - Goal on target.
 - Develop and conduct one customer satisfaction survey by 12/31/2017.
 - Other staff of CCHD are developing customer satisfaction survey’s. The QIC plans to use the survey developed for the SWAP program to satisfy this requirement. Goal on target.

COMPLETED QI PROJECTS:

No QI Projects were completed during the 3rd quarter 2017. As specified above, the goal is to have two QI projects completed no later than 12/31/2017, and progress has been made toward completion.