

2016 – 2017 QI Plan Goals and Objectives Progress



Progress from 6/9/2016 – 9/30/2016

Introduction

- 🛡️ The Quality Improvement Committee (QIC) assesses the progress that has been made on QI activities within the 2016-2017 QI Plan, on a quarterly basis.
- 🛡️ This presentation provides the progress towards those activities from the initiation of the 2016-2017 QI Plan (on 6/9/2016), until the end of the first quarter it was implemented (until 9/30/2016).



Quality Improvement Committee

🛡️ Formation of the QIC was implemented.

- Members: Terri D., Kim K., Kim C., Debbie M., Heather M., & Janet C.



🛡️ The QIC completed their Team Charter, which specifies roles and responsibilities and structure. [Goal completed 8/26 and due 8/31]

🛡️ The QIC has been meeting monthly and progressing toward completion of the QI activities (i.e. goals and objectives) listed in the plan. The next slides discuss the progress on each activity.

QI Activities with 3rd Qtr 2016 Deadlines

#1: Conducted QI Maturity survey of all staff for baseline data; emailed to all staff on 7/27/16 and closed 8/26/16. 86% of staff responded. The results are:

	Points received / total points possible
Culture	12 / 20 = 60%
Capacity & Competency	7 / 15 = 47%
Alignment & Spread	5 / 15 = 35%
Total	24 / 50 = 49%

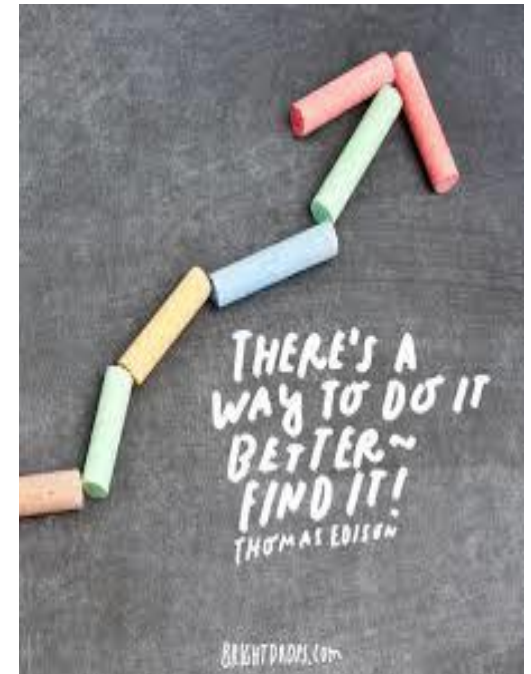
- 🛡️ The QI Maturity results indicate CCHD is in the beginning stages of developing a culture of quality, since the score is less than 68%.
- 🛡️ The results are also nearly identical to the survey done by the Domain 9 Team specified in QI Plan (46% vs 49%).

QI Activities with 3rd Qtr 2016 Deadlines

#2: Requested QI Project Proposal submissions from all staff via email on 8/24/16.

🛡️ Current QI project proposals received in 2016:

- Immunization Clinics
- Attendance and payroll reporting
- Storage of electronic records
- Phone answering and directing
- Time and effort reporting



QI Activities with 3rd Qtr 2016 Deadlines

#3: Collect baseline CCHD website and social media views data, to determine effectiveness of this communication method by 8/31.



- 🛡️ Collected views data on 8/26.
- 🛡️ More useful data needed, so gathering additional information. Deadline extended to 10/31.
- 🛡️ Created Quality Improvement page on CCHD website.



#4: Developed Board of Health Meeting Report of QI Progress for inclusion in 10/24 meeting packet.

QI Activities with 4th Qtr 2016 Deadlines

#1: Conduct CCHD QI Plan Training by 10/31.

- 🛡️ Provided overview presentation during All Staff Meeting 10/28 (today!)
- 🛡️ OhioTrain used for QI Plan 800-015-P Review completion. Email sent to all staff on 8/29 to complete this review.
 - To date, only about 50% have completed the review in OhioTrain.
 - Don't forget to complete this in OhioTrain after today!



QI Activities with 4th Qtr 2016 Deadlines

#2: Research and apply for QI Grants by 10/31.

🛡️ Submitted 2 LeanOhio LGEP Grant applications on 09/15/2016. The LGEP Grant proposals submitted, include outside professional services to assist with the completion of several of the 2016-2017 QI activities.



➤ Will know if awarded by 10/31/2016.

🛡️ Submitted NACCHO Accreditation readiness grant application on 08/31/2016. The proposal included the funding to be used for Performance Management System (PMS) development costs.

➤ Final decision received on 10/03/2016, and this grant was not awarded to CCHD.

QI Activities with 4th Qtr 2016 Deadlines

#3: Develop and implement Performance Management System (PMS) by 12/31/2016

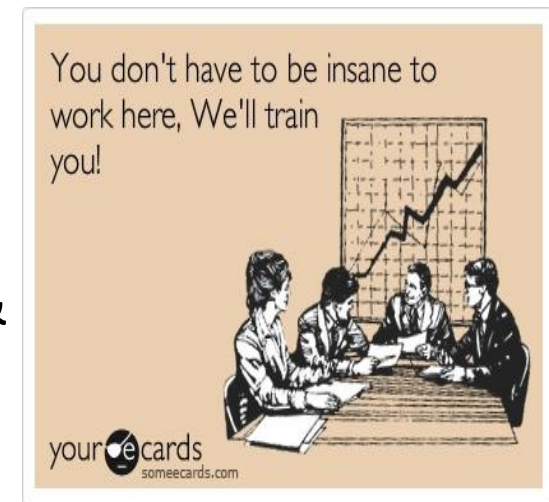
- Assigned to the Accreditation Domain 9 Team.
- Domain 9 Team has already completed preliminary research.
- That team was waiting to make more progress toward this goal until final answer on NACCHO grant application was received (which wasn't awarded).
- Now the Domain 9 Team will be more active in progressing toward this goal. Still on target.



QI Activities with 4th Qtr 2016 Deadlines

The LGEP Grant, if awarded, will pay for professional services to assist with completion of the following goals (which have no progress):

- 🛡️ **#4:** Develop/find QI skill assessment and conduct assessment
- 🛡️ **#5:** Develop QIPT PDCA implementation structure for QIPT meetings
- 🛡️ **#6:** Develop QIPT Charter for each QIPT
- 🛡️ **#7:** Find free QI Tool training modules for QIPT members
- 🛡️ **#8:** Find free QI 101 introduction training & conduct training



QI Activities with 4th Qtr 2017 Deadlines

All these goals are more than 1 year away, so no progress is needed on them at this time. They are all considered on target:

- 🛡️ **#1:** Develop and conduct one customer satisfaction survey by 12/31/2017.
- 🛡️ The LGEP Grant, if awarded, will pay for professional services to assist with completion of the following goals:
 - **#2:** Conduct advanced QI training for QIPT Consultant and any other interested staff by 12/31/2017.
 - **#3:** Complete one QI project in an administrative area by 12/31/2017.
 - **#4:** Complete one QI project in a program area by 12/31/2017.

Conclusion



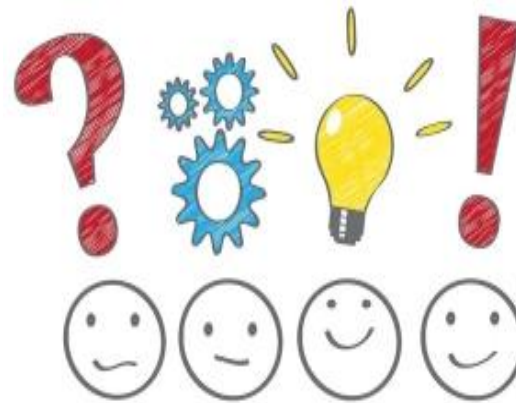
Goals due 3rd Qtr 2016:

- 4 of 5 are completed
 - Remaining 1 to be completed 4th Qtr 2016
- 3 of 5 were completed within original deadline

Goals due 4th Qtr 2016 & 4th Qtr 2017:

- 8 goals 4th Qtr 2016 & 4 goals 4th Qtr 2017, for a total of 12 goals remaining.
- Progress for 8 goals are dependent on LGEP Grant award of funding to pay for professional services

Questions?



Presenter Information:

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(& QIC Chairperson)

Canton City Health District