



Issue 14 - July 2014

Welcome to qualitymatters!

In this issue, we're excited to announce our first Quality Improvement (QI) Innovator Award winner in a special feature story. Scroll down for news and updates, brief highlights from the National Association of County and City Health Officials (NACCHO) Annual Conference, local ideas, and great resources from our partners. You can always visit www.phqix.org and connect with us on [Twitter](#), [Facebook](#), and [LinkedIn](#) for more news and updates!

Would you like to submit something for possible distribution in a future PHQIX newsletter? Let us know at contact@phqix.org.

-The PHQIX Team

QI Innovator Awards

Earlier this year, we invited public health practitioners and members of the PHQIX community to nominate innovative QI practitioners to recognize their hard work in championing a QI effort and culture. We received such wonderful nominations that we couldn't pick just one winner! This month, the spotlight is on April Harris, from Three Rivers District Health Department (TRDHD) in Kentucky. Congratulations, April! We are so pleased to honor you as a QI innovator!

[What makes April Harris a QI Innovator?](#)

April Harris, the first QI Coordinator of her agency, TRDHD, exudes professionalism and diligently promotes QI in public health. One of her agency's projects, the Three Rivers Thriller, received national attention. The QI team dressed as zombies to dramatize an introduction to the decision-making matrix, a QI tool. Staff members used the matrix to select the best weapon to ward off the zombies.

April's QI leadership has contributed to other successful projects, which include restructuring the agency's shared network drive through a Kaizen event, increased participation in Mobilizing for Action through Planning and Partnerships, and a revised National Public Health Performance Standards Program facilitation.



Click [here](#) to read the full story, including April's insights regarding challenges encountered, lessons learned, and advice about public health QI.

Out and About

NACCHO Annual Conference

We had a great time at the NACCHO Annual Conference from July 8 to 10. We saw some familiar faces and had a chance to make new connections with public health QI practitioners. Jamie Pina, Project Director of [PHQIX](#), also presented some [lessons on building an online community](#) like PHQIX. We'll be sharing some of those key lessons learned in a news post on www.phqix.org soon!



NACCHO Annual Conference Drawing Winners

Anyone who registered as a new PHQIX user during the conference was entered into a drawing for a chance to win one of two Fitbits or an iPad mini. A total of 25 people completed the registration process during the conference. Jennifer Hadayia (Texas) and Muriel DeLaVergne-Brown (Oregon) each won a Fitbit, and Jennifer Gomez (Florida) won the iPad mini. Congratulations to the winners! And to all new registered users - welcome to the PHQIX community!

News and Updates

We're Listening!

You've spoken and we listened! We've recently made some changes to the [PHQIX website](#) based on feedback we've received from the PHQIX community. Check out some of our latest enhancements:

- We've added tabs to the [QI submission form](#). Now it is much easier to navigate through the QI submission process, increasing efficiency and freeing up time to focus on your QI initiatives! Note that you must be [logged in](#) to view the submission form.
- For Google Chrome fanatics, we fixed the display of the Next Page button on the [QI submission form](#).
- Looking for specific types of QI initiatives? Now when you [search](#) for QI initiatives or [browse](#) all initiatives, the brief summary that appears for each initiative is the impact statement developed by members of our Expert Panel.
- We added a Home rollover on the PHQIX logo in the upper-left corner of the website. Click on the PHQIX logo, and you'll return to our [homepage](#)! This replaces the Home link on the main navigation bar.
- Last but not least, we've added the latest video highlight on Phoenix, Arizona, to our [homepage](#) and the [PHQIX media page](#). Check it out if you haven't already!

Local Ideas

Best Practices for Improving School Nutrition

*School Community Health Alliance of Michigan
2014 Annual Conference-July 24-25*

Scott Miller and Melissa Steiner, from the Central Michigan District Health Department, will be discussing their Centers for Disease Control and Prevention grant and their initiative to improve school nutrition through policies involving school gardens and other nutrition-based efforts. They will be discussing the challenges and best practices of the initiative, which has been very successful! Take a look at one of the beautiful school gardens pictured to the right. Please contact Scott Miller (smiller@cmdhd.org) for more information about this presentation and/or initiative.



Upcoming Events

July Drawing!

It's time for our next website drawing! Comment on a [QI initiative](#) by **July 31** for a chance to win one of two [JBL portable Bluetooth speakers](#)! These awesome little speakers fit in your hand and sync with your phone, so you can play music anywhere. The speaker has a built-in microphone so you can even use it as a hands-free speakerphone! Click [here](#) to browse all QI initiatives or [here](#) to search for specific QI initiatives.



Featured Resources

Is Kaizen Appropriate for Your Health Department?

Kaizen process improvements are known for their intensity and the speed with which they prompt changes that can involve many parts of an organization. The Public Health Foundation's QI experts have been leading Kaizen work for many years, including publishing the free book [Modular kaizen: Dealing with Disruptions](#) (2011). Learn what makes Kaizen appropriate and [explore additional free Kaizen resources](#) as you begin your own journey.



ASTHO Performance and Quality Resources

The Association of State and Territorial Health Officials (ASTHO) recently unveiled its latest resources to help health departments conduct performance improvement activities, including accreditation preparation, state health improvement planning, and building cultures of quality. These new resources include the following:



- **[State Health Assessment \(SHA\) Guidance and Resources](#)**: This guide is intended to be a resource for state health departments developing an SHA. The SHA Guidance and Resources document includes four modules covering important components of the SHA process: identifying and engaging system stakeholders; collecting and analyzing health status data; collecting and analyzing stakeholder and community input data; and summarizing, presenting, and communicating findings.
- **[QI Plan Toolkit: Guidance and Resources To Assist State and Territorial Health Agencies in Developing a QI Plan](#)**: ASTHO's QI Plan Toolkit is designed to assist state and territorial health agency staff with developing an agency-wide QI plan and to facilitate preparation for Public Health Accreditation Board accreditation. The toolkit features practical approaches, tools, examples, and tips that address QI planning.
- **[Measuring Customer Satisfaction: 9 Steps to Success](#)**: This toolkit walks the user through the nine steps of measuring customer satisfaction, including planning, implementation, and acting on results. Examples, lessons learned, and helpful tips are provided.

ASTHO's performance and quality resources can all be found [here](#).

QUALITY IMPROVEMENT TOGETHER

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