



Issue 28 - September 2015

Welcome to qualitymatters!

In this issue, you'll find information on

- an upcoming PHQIX webinar,
- new PHQIX drawings and features,
- a recently posted quality improvement (QI) initiative,
- and featured resources from our partners Public Health Accreditation Board (PHAB) and National Institute for Children's Health Quality (NICHQ)!

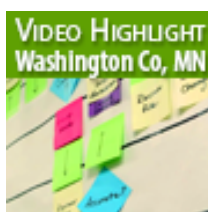
You can always visit www.phqix.org and connect with us on [Twitter](#), [Facebook](#), and [LinkedIn](#) for more news and updates!

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

-The PHQIX Team

News and Updates

New QI Video Highlights Washington County, Minnesota!



In our latest QI video highlight, Washington County Department of Public Health and Environment personnel discuss how they improved annual hazardous waste license renewal process for more than 500 hazardous waste generators. The team used a Kaizen event to understand the current process using swim lane mapping, identified and prioritized issues, performed root cause analysis on the issues, and defined the future process. Check out the video at the bottom of the [PHQIX homepage](#), and read more about this QI initiative [here](#)!

New PHQIX Feature: Favorites Locker

PHQIX is excited to announce a new website feature, the Favorites Locker! The Favorites Locker allows you to "favorite" a page, article, or comment on PHQIX, which automatically saves the item to your My Favorites page. The items in your My Favorites page are private and will not be visible to other PHQIX users. The favorite feature can be found on the following PHQIX webpages: [Ask an Expert](#), [Community Forum](#), [News and Events](#), [QI Spotlight articles](#), and [QI initiatives](#). Click [here](#) to read more about how to use this feature.



PHQIX Drawing is Underway!



PHQIX is excited to announce that our latest drawing is underway! To enter, simply comment on a [QI initiative](#) or [Community Forum](#) post by October 2. To receive an additional entry, be sure to comment on the forum topic, "[Practical use and adaptation of PHQIX tools and resources](#)" created by Ty Kane, a PHQIX Expert Panel member. Click [here](#) for more information about the drawing.

Ask an Expert Article Posted!

Check out the latest Ask an Expert article, "We Can All Promote Quality Improvement," by Jim Butler. "Health departments using quality improvement (QI) methods and tools are sometimes faced with a pleasant problem. Their staff members have used QI and have seen the value it adds to their work. Typically, these staff members want to share this newfound knowledge and experience with their peers inside and outside of the health department... [continue reading](#)." Click [here](#) to read other Ask an Expert articles!



New QI Initiatives

Check out this QI Initiative recently published on PHQIX!

Building the Framework of a Performance Management System

In becoming ready for PHAB accreditation, the City of St. Louis Department of Health's performance management team used quality planning to create, test, and install a performance management system. The process included a fishbone diagram of the barriers to a culture of quality, an affinity diagram, the Turning Point Performance Management self-assessment tool, and the National Association of County and City Health Officials Roadmap to a Culture of Quality Improvement self-assessment tool. The performance management system was developed using Google Sheets as a platform, and entry of measures is being monitored with continuous QI to improve the rate of entry. Between April 2013 and May 2015, staff self-assessment of the culture of quality in the health department rose by 98%...[continue reading](#).

Upcoming Events

Register Now for the Upcoming PHQIX Webinar

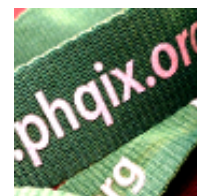
Join us for our upcoming webinar, *Customer Satisfaction in Public Health: An Important Part of Your Quality Journey*, with presenter and PHQIX Expert Panel member Ty Kane, MPH, ASQ CQIA. The webinar will take place on October 20 at 3 p.m. EDT and will

- define common terms and describe important activities related to customer satisfaction,
- explore customer satisfaction through the lens of two local health department examples,
- review available resources such as the Association of State and Territorial Health Officials customer satisfaction toolkit, and
- inspire you to invest in and take the next step toward improving customer focus in your organization.

[Click here](#) to register for the webinar!

PHQIX Will Be at the Open Forum!

PHQIX is excited to attend the National Network of Public Health Institutes Open Forum in Seattle, Washington. We'll be tweeting throughout the conference using #COPPHI. Follow [@PublicHealthQIX](https://twitter.com/PublicHealthQIX) and join the conversation! During the conference, stop by the PHQIX booth to further network with the QI community and maybe walk away with some PHQIX prizes! Click [here](#) for more information about the Open Forum.



Featured Resources

New PHAB Video: Benefits of Accreditation Spotlighted

In September, PHAB unveiled a new video titled "Reaping the Benefits of Accreditation Across the Nation." The 6-minute video, located on PHAB's homepage at www.phaboard.org, showcases the benefits PHAB accreditation brings to health departments and the communities they serve.

Supported with a grant from the Robert Wood Johnson Foundation and developed in partnership with Washington, DC-based Dahlman/Cook Productions, the new video takes viewers behind the scenes at the California Department of Public Health, the Chicago Department of Public Health, and Three Rivers District Health Department in Kentucky. To view the video, [click here](#).



PHAB Launches New Online Store



In September, PHAB announced the grand opening of its new online store, where you can find Version 1.5 of the PHAB Standards and Measures and several accreditation resources. The store will also eventually feature a special portal that will be available only to accredited health departments wishing to purchase additional copies of PHAB's official recognition plaque, customizable banners, apparel, and other products branded with PHAB's logo and seal of accreditation. PHAB's new online store is open around the clock at <https://phab.orderit247.com/login>. It can also be accessed via a link at the top of PHAB's homepage at www.phaboard.org.

NICHQ Blog: A Practical Approach To Keep Stakeholders Engaged

"When it comes to building and maintaining support for its ongoing infant mortality reduction efforts, the Wisconsin Division of Public Health has a practical solution: repackage and re-share. Staff members created three factsheets, one for each of the key strategies (pre and interconception care, safe sleep and social determinants of health) they are focused on in the Collaborative Improvement and Innovation Network to Reduce Infant Mortality ([IM CoIIN](#))." [Click here](#) to continue reading the blog post.



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