



*Issue 7 - December 2013*

## Welcome to qualitymatters!

From the National Network of Public Health Institutes (NNPHI) Open Forum for Public Health Quality Improvement to the American Public Health Association Annual Meeting, November was full of engaging quality improvement (QI) opportunities and events. We greatly enjoyed meeting some of our users in Memphis and Boston!

This month, we are publishing a handful of wonderful QI initiatives that share all the hard and rigorous work of public health practitioners on the ground. Additionally, PHQIX is now publishing in-progress QI submissions. These are QI initiatives that are still ongoing, whose results will be published in the future, and which bring a unique value to our growing body of QI work.

We have some exciting things up our sleeve, including a PHQIX webinar [next Thursday](#), and as always, great drawings and ways for you to get involved! Find it all on [www.phqix.org](http://www.phqix.org). Happy reading!

Feel free to reach out to us via e-mail ([contact@phqix.org](mailto:contact@phqix.org)) or Twitter ([@PublicHealthQIX](https://twitter.com/PublicHealthQIX)) with your questions or contributions. We'd love to hear from you!

-The PHQIX Team

## News and Updates

### New and Active QI Initiatives

Explore these new QI initiatives:

- [Improving Referral Rates for an Early Childhood Home Visitation Program - Clark County Health Department](#)
- [Increasing High-Risk Latent Tuberculosis Infection Rates - Whatcom County Health Department](#) (*in progress*)
- [Improving the Retention Rate of the Special Supplemental Nutrition Program for WIC Clients in Yellowstone, Montana - RiverStone Health](#)
- [Oregon MothersCare Data System Improvement - Oregon Public Health](#) (*in progress*)
- [Avoiding Missed Opportunities: Immunizing Adolescents in Green Lake County - Green Lake County Department of Health and Human Services](#) (*in progress*)
- [Taking the Whoop out of a Pertussis Outbreak: Improving a Community's Pertussis Mitigation Efforts - Cerro Gordo County Department of Public Health](#) (*in progress*)
- [Water Quality and Customer Satisfaction - Franklin County Public Health](#) (*in progress*)
- [Increasing Efficiencies with Ordering and Storing Medical Supplies - Licking County Health Department](#) (*in progress*)

More new QI initiatives for December will be posted [here](#).

## Discussions on Our Community Forum

Check out the recent activity on our [community forum!](#)

- [Software for Performance Management](#)
- [PHAB Accredited Health Departments Future Cycle Planning](#)
- QI webinar - [Input Needed](#)
- [Performance Management Series virtual training](#)

## Recent Drawing Winners

Congratulations to Jackie Lloyd-Randolfi from Montana who was the drawing winner for an iPad Air at the NNPHI Open Forum in Memphis!

Our Find Your PHQIX Match event went wonderfully during the Open Forum. Thank you to all who participated! We hope you are sporting your PHQIX gear this holiday and telling all your friends about your great work in quality improvement.



## Upcoming Events

### PHQIX Webinar on Thursday, December 12

#### ***Implementing Successful QI: Lessons Learned featuring RiverStone Health***

We will be holding the first of a series of three webinars featuring successful PHQIX QI initiative submitters and a member of the Expert Panel.

[Join us](#) at 1 p.m. ET on Thursday, December 12, 2013, to hear from [RiverStone Health](#) about their [initiative](#) to improve the retention rate of the Special Supplemental Nutrition Program for WIC clients in Montana.

### Drawings

Until January 3, 2014, comment on a Community Forum post or on a QI submission to be entered into a drawing to win an iPad mini. Winners will be announced the week of January 6. If you start a Community Forum post, you will be entered into the drawing twice!



### PHQIX Evaluation Survey Reminder

If you have not already done so, please take a few minutes to complete the PHQIX Evaluation Survey. You should have received it via email on Wednesday, November 20, 2013. Registered PHQIX users who are employed by a federal, state, local, tribal, or territorial public health agency or department are eligible to participate; participants are eligible to win one of 5 iPad minis! If you wish to participate but cannot find the survey, please let us know ([contact@phqix.org](mailto:contact@phqix.org)) and we would be happy to send you a new link. Your responses are critical for us to improve the site!

### January Twitter Chat - Tuberculosis and QI

We'll be hosting a Twitter chat featuring Whatcom County Health Department and its [new in-progress QI initiative](#) on increasing high-risk latent tuberculosis infection treatment rates on Tuesday, January 14, 2013, from 12 p.m. to 1 p.m. ET. Search #QITogether on Twitter to follow the conversation and contribute your thoughts!



# Featured Resources

## **NACCHO's Organizational Culture of Quality Self-Assessment Tool**

The National Association of County and City Health Officials' (NACCHO's) Organizational Culture of Quality Self-Assessment Tool (SAT) enables beginner, intermediate, and advanced local health departments (LHDs) to conduct a baseline assessment of organizational maturity within critical aspects of a culture of quality, revealing opportunities for improvement, and informing a trajectory for next steps to reaching a culture of quality.

The tool is intentionally designed to complement NACCHO's Roadmap to a Culture of Quality which provides high level guidance on progressing through six phases of QI maturity by incrementally building six foundational elements of a quality culture. The SAT is framed around these six foundational elements and further sub-divided into 20 sub-elements, providing an in-depth assessment of the people, systems, and structures that support a quality culture. Based on assessment results, this tool also identifies tangible transition strategies for moving along the Roadmap, thus helping your organization advance its culture of quality and improve its service to the community.

To view the SAT and its accompanying documents, click [here](#). Please contact Pooja Verma at [pverma@naccho.org](mailto:pverma@naccho.org) for more information.

## **TRAIN**

As more state, tribal, local, and territorial public health departments prepare documentation to apply for ([PHAB](#)) accreditation, TrainingFinder Real-time Affiliated Integrated Network ([TRAIN](#)), the nation's premier learning management network designed for public health professionals, can be an invaluable resource. Learn [five ways in which TRAIN can help your health department apply for accreditation](#).

## **Distribution of Health Departments in e-PHAB**

Click [here](#) to see a map showing the distribution of health departments in e-PHAB as of December 3, 2013.

## **Implementing Successful QI: Lessons Learned from RiverstoneHealth**

This webinar will showcase RiverStone Health's QI initiative to improve the retention rate of a nutrition service for Women, Infants and Children Clients in Yellowstone County, Montana. Hannah Silveus, Public Health Associate for the Centers for Disease Control and Prevention, and Lea LaFave, RN, PhD, from the Community Health Institute/JSI, will be highlighting their various brainstorming, documentation, and engagement strategies, which can be used by anyone interested and involved in QI.

Sign up for the webinar [here](#).

# QUALITY IMPROVEMENT TOGETHER

## CONNECT WITH US!



[Forward this email](#)



This email was sent to bbozkurt@rti.org by [burcu@phqix.org](mailto:burcu@phqix.org) | [Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).

PHQIX | 1440 Main Street | Waltham | MA | 02451



Try it FREE today.