



*Issue 10 - March 2014*

## **Welcome to qualitymatters!**

We hope you have adjusted to daylight saving time! We just wrapped up our first three-part webinar series in February. Participants from 26 states attended the February webinar! Thank you so much for participating and providing feedback on the webinar series. It was really popular, and we are using your feedback to make the future webinars even better!

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 Completed QI Initiatives**

### **Prentiss County Customer Service Satisfaction Project**

The Prentiss County Health Department and the Mississippi State Department of Health partnered on a project to reduce wait time in their Women, Infants, and Children (WIC) clinics; reassign staff as needed on higher traffic days; and provide customer service training to frontline staff to ensure greater satisfaction and participation among WIC clients.

[Prentiss County \(Mississippi\)](#)

### **An Initiative to Improve a Local Health Department's Lyme Disease Case Report Process**

Responding to case reports of Lyme disease, the most common tick-borne infection in North America, represented a large time burden for a local health department in northwest New York State. The health department used quality improvement (QI) tools to decrease the number of steps and amount of time to respond to case reports by using a completely electronic process. Nurses now have more time to educate the public and patients about Lyme disease.

[Jefferson County Public Health Service \(New York\)](#)

### **Colon Cancer Screening Follow-Up**

The aim of this initiative was to increase return rates of colon cancer screening kits. Previous efforts involved postcard reminders, but the updated effort involved a personal contact approach by calling each client up to three times.

[Elkhorn Logan Valley Public Health Department \(Nebraska\)](#)

### **Integrating Chronic Disease and Environmental Health Education Home Visiting Programs**

The Arizona Department of Health Services aimed to increase home visitors' knowledge and provision of educational materials on environmental health and chronic disease by 70% and aimed to increase referrals by 30% when the assessment indicates. This project was completed by standardizing environmental health and chronic disease assessment and referral components into two state-funded home visiting programs that serve families with young children: Health Start and the High Risk Perinatal Program.

[Arizona Department of Health Services](#)

## **New In-Progress QI Initiatives**

### **Improving the Immunization Rate for Children Seen in Public Health Clinics**

A group of local health departments in rural Georgia are conducting a project to address a decrease in immunization rates among young children. The project focuses on the ability of public health clinic staff to assess the immunization status of clients and to provide vaccines when needed.

[Southeast Health District \(Georgia\)](#)

### **Using QI to Improve Documentation Processes in the Maternal Infant Health Program**

Michigan's Maternal Infant Health Program serves low-income families and pregnant women to improve birth outcomes. A local health district in that state is using the Plan, Do, Study, Act cycle to reduce office-related work and increase time for direct client services to make the program more efficient and effective.

[Mid-Michigan District Health Department](#)

### **Achieving Agency-Wide Tobacco Outreach Coordination**

The Minnesota Department of Health is conducting an initiative to improve cross-divisional coordination of tobacco outreach activities. Coordinating efforts across programs should result in efficiencies in outreach efforts and in capacity to provide technical assistance, information, referral, and so forth to improve collaboration and coordination across program areas and divisions.

[Minnesota Department of Health](#)

### **Strengthening Public Health Connections for Maryland WIC Families**

The goal of this project is to enable increased follow-up of referred WIC services to public health services, for WIC clients referred to or educated about lead testing, immunizations, smoking cessation, and comprehensive women's health, by integrating the WIC and public health services processes, knowledge, information, and data, so there is an increase in WIC clients who receive the services to which they were referred.

[Maryland Department of Health and Mental Hygiene](#)

## **February Drawing Winner**

Jill Almond from the Tulsa City-County Health Department is the lucky winner of an iPad mini from last month's PHQIX drawing! Congratulations, Jill, and thanks for being an active member of the PHQIX community!

# Community Forum Activity

"I am a graduate student in public health...[does] anyone have an example of a survey you've used in your public health department to obtain information on stakeholder satisfaction?"

*Fleur Hopper, MPH Student, University of Southern Maine*

[Post a response here](#)

"We are looking to launch an employee engagement survey including a communication strategy and also plans for follow-up/ development for the data. Has anyone done this before?"

*Jill Almond, Tulsa City-County Health Department*

[Post a response here](#)

"Wondering if anyone has suggestions or experience in organizing the process for the gathering of required documentation [accreditation preparation] in small local health departments? (10-15 employees, including Management). Assigning a Domain Leader (comfortable with the types of required documentation or the sometimes development of new documentation/process/policies) is challenging with few staff."

*Kimberly Arnold, S2AY Rural Health Network*

[Post a response here](#)

## Upcoming Events

### Public Health Improvement Training Registration Launched

*April 24-25, 2014; Atlanta, Georgia.*

The Public Health Improvement Training: Advancing Performance in Agencies, Systems, and Communities offers hands-on, skill-building workshops that hone participants' knowledge, skills, and confidence in public health improvement. Topics include QI, performance management, and national voluntary accreditation. Access more information and register here: <http://www.cvent.com/d/n4qpdx>.

### First QI Innovator Awardee Announced Soon!

Thanks for nominating your colleagues for this exciting award. For this round, we have nominees from Ohio, Illinois, Kentucky, and Washington. We'll be announcing the winner soon. Meanwhile, think about who you will nominate from your health department. Stay tuned for more information!



## Featured Resources

### Oklahoma City-County Health Department's Lifesaving Accreditation Tool

"Preparing for accreditation is complicated and requires a lot of organization," said Alicia Plati,

Director of Planning & Development for the Oklahoma City-County Health Department (OCCHD), in her recent post to the Public Health Foundation Pulse Blog. OCCHD was one of the first 11 health departments to be awarded 5-year accreditation status by the Public Health Accreditation Board. Read about the [accreditation maintenance tool](#) that OCCHD created to track and maintain its accredited status.



## The Art of the Chart

A recent article at the National Initiative for Children's Healthcare Quality discusses run charts and how helpful they are for visualizing QI results. Is the change you've spurred positive? How will you know whether improvements are being sustained over time? Run charts make it easy to answer these questions. For pointers on using run charts, check out [The Art of the Chart: 10 Tips and Rules for Using Run Charts](#).



## Implementing Successful QI: Missed Our Last Webinar?

In January, PHQIX hosted a QI webinar titled Implementing Successful QI: Lessons Learned from the Connecticut Department of Public Health (CT DPH). More than 120 participants from across the United States heard about CT DPH's QI initiative to better collect and report on sociodemographic characteristics in its databases to align with the federal Office of Management and Budget 15 standards. Click [here](#) to find questions, tools, and the recording from the webinar.

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