

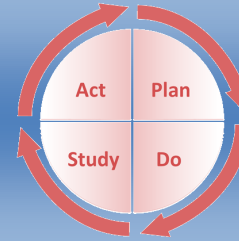


Public Health
Prevent. Promote. Protect.

Knox County Health Department

WELLNESS QI TEAM

Team Members: Ginny Prickett—We Choose Health Coordinator
Becky Moss—Quality Improvement Coordinator
Erin Olson—Director of Wellness & Health Promotion



Quality Improvement Story Board

BACKGROUND

Four local health departments work together to improve community health through one We Choose Health Initiative (WCH). Each agency has its own set of norms that differ from the other three. These differences cause barriers between the agencies decreasing overall satisfaction in communication.

AIM STATEMENT

Increase coalition members' satisfaction in communication with lead agency to a level of satisfied or very satisfied.

PLAN

To improve WCH Coalition satisfaction in communication, Wellness needs to establish communication standards. Each of the four agencies have different procedures for communication causing discord for the Coalition. Wellness needs to work with the Coalition to form group norms that fit the Coalition's needs and not any one agency.

ACT

Coalition Charters establish group rules and hold members accountable to the entire group versus one person. Adopt the Coalition Charter and allow updates to be made to the Charter as needed to benefit the outcome of the project.

DO

Wellness worked with WCH Coalition to develop a WCH Coalition Charter. The Charter instituted a set rules for Coalition members to follow including specific direction on communication within the group. A Meeting Effectives Survey was developed to enhance communication improvements throughout the project.

STUDY

Satisfaction in communication increased in 4 areas: comfort, accessibility, timeliness and quality. Satisfaction remained the same in value of communication and overall satisfaction.
Meeting Effectiveness Survey provided additional information to lead agency for improving the effectiveness of each meeting.

WHAT THE RESULTS MEAN

Setting group norms increase overall satisfaction in communication. Less discord occurred within the Coalition and members worked better with one another. Multi-agency collaboration is beneficial to all agencies and desirable in the future.

SUSTAINING THE GAIN

Work groups create a charter establishing group norms. Group facilitators understand the pros & cons of each meeting with Meeting Effectiveness Surveys and make improvements for the next meeting.

Improvement Theory: If expectations are establish collaboratively, barriers for communication will decrease and satisfaction will increase.