

QUALITY IMPROVEMENT CHARTER

Project name: WHB Uboreshaji Project

PROJECT AIM STATEMENT AND MEASURES

We aim to improve the *effectiveness* of the Adolescent Pregnancy Prevention Program (AP3) evaluation process by 1/31/14. Currently, 27 agencies are funded to implement AP3 across NC. Effectiveness entails:

1. *Increased satisfaction* with the survey administration process.
2. *Reduced waste/hand-offs, decreased turnaround time and increased agency satisfaction* with the data management and reporting process.
3. *Increased utilization* of and *satisfaction* with the final evaluation report.

Using Lean and Model for Improvement methodologies, we will aim to improve the survey administration process and the final evaluation report through increased collaboration with one AP3 pilot site; and data management and reporting through review of DPH processes including purchasing and interval review.

Our specific goals include:

- Increase satisfaction with the survey administration process by 20% by 7/31/13.
- Reduce data submission errors on manual surveys by 50% by 9/30/13.
- Reduce number of process steps by 50% by 12/30/2013.
- Decrease the turnaround time to <=6 months for 90% of first draft evaluation reports by 12/31/13.
- Increase agency satisfaction with the turnaround time of evaluation reports by 23.5% by 1/31/14.
- Increase pilot site utilization of the final evaluation report by 33% by 12/31/13.

Measure	Definition	Baseline	Goal
Increased satisfaction with the survey administration process	Asked of pilot site only: How satisfied are you with the survey administration process at your site? Answered on the following scale – Extremely dissatisfied (1), Somewhat dissatisfied (2), Neutral (3), Somewhat satisfied (4), Extremely satisfied (5)	4 Somewhat satisfied	5 Extremely satisfied
Reduce data submission errors.	The number of agencies who submit surveys the following errors: late submission; missing survey submission form; incomplete/incorrect survey submission form; survey date missing; program ID missing; participant/comparison not coded; pre/post not coded; >100 surveys submitted; surveys printed single-sided; matched surveys stapled together; names on surveys; surveys sealed in individual envelopes; blank surveys submitted; page 2 of survey not included; incorrect version of survey submitted; unique ID list included.	80%	40%
Reduce number of process steps.	Number of process steps for the pilot site and internally within WHB in Value Stream Map.	36	18
Turnaround time	Time in months between data submission (6/30) and agencies' receipt of the first draft of their evaluation report.	7 - 14 months	<=6 months
Increased agency satisfaction with evaluation turnaround time.	Asked of all agencies: How satisfied are you with this turnaround time for the evaluation report? Answered on the following scale – Extremely dissatisfied (1), Somewhat dissatisfied (2), Neutral (3), Somewhat satisfied (4), Extremely satisfied (5)	3.24	4
Increased utilization of the final evaluation report.	Asked of pilot site only: How do you currently use the evaluation report? Check all that apply and list other ways: <ul style="list-style-type: none"> • To secure funding • For grant applications • To improve program services & implementation • Report is not used • Other 	Used in all ways listed.	Include a response in other in addition to the three ways listed.

Measure	Definition	Baseline	Goal
<i>Balancing Measure</i> – Decrease in APPP applicants due to electronic data submission requirement in 2013 RFA.	We will look at the number of applicants in 2013 and will review the responses to satisfaction survey question about whether the electronic data submission requirement was a deterrent in applying for the funds. The survey is sent to all agencies who expressed interest in applying by attending webinar about RFA.	19.25 applicants (average of past 4 years)	

PROJECT DELIVERABLES

- Training/TA with pilot site to improve the survey administration process
- Pilot site satisfaction surveys
- Satisfaction survey for all agencies
- Evaluation reports

PROJECT SCOPE

In Scope	Out of Scope
Provide training and technical assistance regarding survey administration to the pilot site.	Provide training and technical assistance regarding survey administration to all APPP sites.
Create survey(s) to measure pilot site satisfaction with survey administration and satisfaction with and utilization of evaluation reports.	Create survey(s) to measure pilot site satisfaction with topics outside of survey administration and satisfaction with and utilization of evaluation reports.
Create survey to measure agency satisfaction with turnaround time of evaluation reports.	Create survey to measure agency satisfaction with topics outside of turnaround time of evaluation reports.
Improve turnaround time for evaluation reports.	Improve turnaround time for other reports to agencies, such as site visit reports.
Establish improved operations procedures for state-level processes surrounding data management and report-writing.	Establish improved operations procedures for other WHB programs or projects.

TEAM PARTICIPATION

Team Members

- **Audrey Loper** – TPPI Evaluation Consultant – Team Lead
- **Cynthia Seale-Rivera** – TPPI Program Consultant – Co-Team Lead
- **Valerie Sims** – TPPI Program Consultant – Internal Expert
- **Sarah McCracken Cobb** – SSDI Project Coordinator – Data/Evaluation Specialist
- **Tonya Daniel** – WH Program Consultant – Fresh Eyes
- **Madison Ward** – Compass Center for Women & Families – Local Expert

Ad Hoc Members

- **Phyllis Johnson** – WHB Operations Manager – Operations Expert
- **Tricia Parish** – WHB Operations Manager – Operations Expert
- **Glennis Gillespie** – WHB Purchasing – Purchasing Expert
- **Lauren Thomas** – Cabarrus Health Alliance Coordinator – Local Expert
- **Susan Cupito** – YWCA of Greensboro Program Director – Local Expert
- **Heather Todaro** – WHB Office Assistant – Purchasing Expert

Team Sponsors

- **Belinda Pettiford** – WH Branch Head
- **Sydney Atkinson** – Family Planning & Reproductive Health Unit Supervisor

Team Meeting Schedule

- Meetings will take place each Tuesday from 9-11 am. Location for meetings will be determined and posted on the QI calendar. The 2nd Tuesday of each month, meetings will take place off-site.
 - Meeting Leader, Facilitator/Timekeeper and Recorder will rotate weekly.
 - The Recorder will incorporate notes from the weekly huddle into the meeting minutes.
 - The Recorder will transition to Leader for the next meeting.

- The Recorder at the last meeting of the month will create the monthly status report.
 - The Leader will incorporate a team-building activity into the 1st meeting of each month.
- Weekly huddles will take place each Wednesday from 10:00-10:15 in the WHB Commons.
- Team Ground Rules:
 - No wrong ideas.
 - Keep everyone informed.
 - Be encouraging.
 - Stay positive.
 - Step up, step back.
 - Be present & prompt.

STAKEHOLDERS

Stakeholder Name	Impact on Project	Strategies to Communicate and Gain Support
Dr. Kevin Ryan	Low	Belinda will communicate monthly status report @ SMT
Belinda Pettiford	High	Monthly status report; monthly BMT report; team meeting minutes
Sydney Atkinson	Medium	Monthly status report; monthly BMT report; team meeting minutes
Compass Center for Women & Families	High	Monthly status report; team meeting minutes
Other APPP Coordinators	Low	Summary of survey results; final project summary

SENIOR LEADERSHIP SIGNATURE APPROVAL

Printed Name	Signature	Date
Sr. Sponsor: Belinda Pettiford		