



Issue 13 - June 2014

Welcome to qualitymatters!

We hope everyone is enjoying the summer! In this issue of qualitymatters you'll find snapshots from the NNPHI Open Forum for Quality Improvement in Public Health, news regarding our latest video highlight and recently-published quality improvement (QI) initiatives, and local ideas for convening QI practitioners to discuss relevant topics. Be sure to check out the upcoming events for information on our latest Website drawing and where to find us at NACCHO's upcoming annual conference (hint hint: we're presenting *and* hosting a booth)! We also have a few new resources to share from our partners.

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

Out and About

NNPHI Open Forum for Quality Improvement in Public Health

We had the pleasure of attending the National Network of Public Health Institutes Open Forum for Quality Improvement (QI) June 12-13!

We had a great time playing the Find Your PHQIX Match! networking game. It was fun to witness participants make new connections, and we always enjoy giving away prizes! Thanks to everyone who participated! Here are a couple of snapshots from the Open Forum. Want to see more pictures? Check out our [Facebook](#) page!



Match game participants making new connections



PHQIX team member, Molly Lynch (left), and drawing winner, Beth Buss (right)

News and Updates

Video Spotlight - Phoenix, AZ

The Arizona Department of Health Services implemented a QI initiative to develop a single standardized home health and safety assessment tool. The [Healthy @ Home](#) assessment tool integrates environmental health and chronic disease resources and referral protocols to maximize the efficiency of state-funded home visiting programs. Check out the video at the bottom of our [homepage](#), and read more about this QI initiative [here](#).



New QI Initiatives

[Increasing Enrollment in the Early Intervention Program \(In-progress Initiative\)](#)

The Washington state health department conducted a Kaizen event to streamline the application process for HIV positive Washington state residents with low incomes to receive coverage. Multiple improvements were made, several target goals were exceeded, resulting in quicker access to life-saving medications and medical services. The implementation of all steps and monitoring of further improvement is in progress.

Washington State Department of Health (Washington)

[Post a comment here](#)

[Improving VFC and AFIX Site Visit Efficiency \(In-progress Initiative\)](#)

Local health departments in Washington state monitor the quality of the Vaccine for Children program to ensure vaccines administered by the private sector maintain high quality and immunization rates improve. To eliminate redundancies, decrease inconsistencies between staff and improve clarity of forms, one local health department implemented tools from lean six sigma and PDSA methods to increase efficiencies in its immunization program. The time saved amounted to a cost savings of \$79.16 and a total time savings of 1.121 hours per visit.

Whatcom County Health Department (Washington)

[Post a comment here](#)

[Hazardous Waste License Renewal Kaizen Event](#)

Washington County Department of Public Health and Environment improved the process of renewing annual hazardous waste licenses to over 500 hazardous waste generators. Approximately 75% of renewals contained one or more defects which slows the process, consumes unnecessary time by the inspectors and reduces their time available for outreach and technical assistance. The team used QI to reduce handoffs and corresponding waits; decrease client process confusion; eliminate multiple invoices; and decrease paperwork. The team utilized 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. The team exceeded their goal of decreasing the time by 50%, going from 16 weeks down to 6 weeks.

Washington County Department of Public Health and Environment (Minnesota)

[Post a comment here](#)

May Drawing Winners!

Congratulations to Eric Bakota from the Tazewell County Health Department in Illinois and Carol Heier from the Alabama Department of Public Health for winning our May drawing! Eric won a Fitbit Flex and Carol won some PHQIX swag for commenting on a PHQIX [QI initiative](#) or [Community Forum post](#). We appreciate their comments and hope they enjoy their prizes!



Local Ideas

Minnesota Department of Health 2014 Community Health Conference- September 17-19

Cragun's Conference Center, Brainerd, Minnesota

The Minnesota Department of Public Health (MDH) and the State Community Health Services Advisory Committee are convening local elected officials; tribal and community public health leaders; representatives from the MDH; and partners from health plans, health care, and other sectors to explore policies and practices on the horizon of state, local, and national public health. Click [here](#) for more information about this conference.

Quality Improvement and Lean Project Collaborative Meeting

On May 27, 2014, the Connecticut Department of Public Health held a Quality Improvement and Lean Project Collaborative meeting. Eleven quality improvement or Lean teams presented their accomplishments on topics ranging from cancer case ascertainment to improving

processes for water system survey reporting. Each attendee left with an individualized placard for their office or cubicle which read "DPH Quality Champion." The event was highly rated by participants who appreciated the opportunity to hear from their peers and enjoyed receiving prizes including the Michigan Quality Improvement Guidebook, flash drives loaded with our QI Plan and State Health Improvement Plan, and PHQIX mugs! All attendees want to meet again in the next 3-12 months and noted they would be interested in learning about more quality improvement tools, how to write strong performance measures, and how to create storyboards. Please feel free to contact Joan Ascheim at joan.ascheim@ct.gov for more information about this event.

Upcoming Events

June Drawing

Here we go again! PHQIX loves giving away fitbit activity trackers! Post a comment in the [Community Forum](#) by July 3rd for a chance to win a fitbit flex! Create a [new Community Forum topic](#) and you'll be entered into the drawing twice. Check out some of our newest topics awaiting your input:

[Tools for QI Prioritization?](#)

[Follow-on QI Projects: State Projects with LHDs](#)

[Kaizen Anyone?](#)



NACCHO Annual Conference - PHQIX Sharing Session and Booth!

July 8-10, 2014; Atlanta, Georgia



We're looking forward to attending the NACCHO Annual Conference and hope to see you there! Don't forget to mark your calendars and attend our sharing session, [Building an Online Community for Quality Improvement in Public Health: Lessons Learned from PHQIX](#), on Wednesday, July 9, 3:15 - 3:45 p.m. Be sure to stop by the PHQIX booth in the Exhibit Hall to say hello, see what's new in the [PHQIX](#) community, grab some PHQIX swag, and participate in a drawing to win cool prizes!

Haven't [registered](#) yet? It's not too late! The NACCHO Annual Conference is a great place to network with other local health officials and public health partners from across the nation. This year's meeting will offer plenary sessions, sharing sessions, and workshops that explore the impact of scientific research, innovative practice, and policy implementation and development on the core functions of public health practice: assessment, policy, and assurance. The [schedule](#) includes multiple sessions related to QI.

Featured Resources

Kaizen = Rapid Change for the Better. What is the Kaizen Methodology, and What Can It Do For You?

Slides and a recording are now available.

Want QI results faster? Discover how Kaizen can make rapid improvement happen and what it took to get there based on the Community of Practice for Public Health Improvement Kaizen Event Program, which is helping 10 health departments to rapidly improve processes through the QI Kaizen methodology. This public health improvement webinar features QI leaders from health departments and program staff who will help participants understand the what, why, and how of Kaizen. Participants will gain tips, lessons learned, and the tangible results of what Kaizen has done for others. Presenters include Erin Mowlds, Udgit Mehta, Sara Warren, Chris Bujak, and Pam Vecellio. For more information, access the [webinar recording](#) and [contact information](#).



NACCHO's Forces of Change Survey

NACCHO has released *2014 Forces of Change*, a series of five research briefs that contain new findings on the forces that affect change in our nation's local health departments (LHDs). In 2014, more LHDs have been formally engaged in the Public Health Accreditation Board's voluntary accreditation program. One percent of LHDs have achieved accreditation and 11 percent have submitted an application or Statement of Intent, nearly double the level of engagement measured in 2013. Accreditation will provide the pathways to ensure accountability, consistency, better fit between community needs and public health services, and improved performance. Learn more about how economic and political forces have contributed to LHDs' pursuing accreditation: [Local Health Department Accreditation](#).

New NACCHO's Webinar Recordings Available

NACCHO recently held two performance improvement webinars and the recordings are [available online](#) for free viewing, including:

- *Paving Your Way to Improvement: Using NACCHO's QI Roadmap*. This webinar explained how to use [NACCHO's QI Roadmap](#) and [QI Self Assessment Tool](#) and shared the insights and perspectives of LHDs that leveraged these resources to grow a culture of quality.
- *Putting all the Puzzle Pieces Together: Performance Improvement in Public Health*. This webinar featured the stories of several LHDs conducting performance improvement initiatives around the country and presented a jargon-free explanation of the different components of performance improvement

Watch the webinars and download associated resources [here](#).

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