



Issue 24 - May 2015

Welcome to qualitymatters!

In this issue, we're excited to honor QI Innovator Award winner Alice Simmons in a special feature story. You'll also find:

- information on the current PHQIX drawing,
- an update from our partner, the Public Health Foundation (PHF),
- registration information for PHQIX's upcoming webinar and NACCHO Annual 2015, and
- featured resources from our partners PHF, NICHQ, and NACCHO!

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

QI Innovator Awards

This month, we are pleased to honor Alice Simmons as a public health QI innovator!

What makes Alice Simmons a QI Innovator?

Alice Simmons supervises the Immunization, Tuberculosis, and Syringe Services/Exchange programs at Whatcom County Health Department (WCHD) in Washington State. She is known as the "poster person for QI" and diligently works to diffuse QI and hone programs to perfection throughout the organization. One of the many ways that Alice has spread the word about QI is by using a Kanban board posted outside her office to gather her staff and discuss QI and improvement progress. She has worked on several QI projects whose summaries are posted on PHQIX, and last year, she served as lead on the Food Safety and Health Equity QI project. Alice regularly presents to the WCHD Performance Management Team on current progress on QI projects. Alice is instrumental in bringing other staff into the QI process and sharing her wealth of knowledge with them.

[Click here](#) to read the full story, including Alice's insights regarding challenges encountered, lessons learned, and advice about public health QI.



News and Updates

PHQIX May Drawing is Open!

Do you want the chance to win PHQIX portable speakers, binoculars, or a compass? You're in luck! The PHQIX May drawing is open and will end on June 5! To enter the drawing, simply comment on a [QI initiative](#) or [Community Forum](#) post. The more comments you post, the more chances you have to win, so comment today!



Why Are They Stomping in Frederick, MD?



Hearing footsteps is a good thing in the Frederick County Health Department in Maryland. Department staff have found an infectious way to identify new QI projects. "Our folks are stomping all the time," writes Barbara Brookmyer, Health Officer for Frederick County, in her PHF Pulse blog post. [Learn why Dr. Brookmyer says, "It is difficult to have any conversation without identifying QI opportunities."](#)

New QI Initiatives

Check out these QI Initiatives recently published on PHQIX!

Reducing Client Cycle Times for Clinical Visits

Client complaints and staff dissatisfaction with prenatal clinic wait times led the Florida Department of Health in Seminole County to use QI to decrease client visit times. Focusing on modifying the prenatal scheduling matrix, eliminating duplicate charts, and decreasing the physical distance traveled between check-in and the clinic helped the team decrease wait times by 21%. [Read more here!](#)

Quality Improvement and Collaboration: Improving Animal Bite Follow-Up

Oneida County Health Department in Wisconsin is taking the bite out of labor-intensive reporting and delays through community collaboration and using QI tools and methods to increase the number of animal bite reports submitted in a timely fashion. [Read more here!](#)

WIC Program Patient Flow Analysis

Because of a variety of barriers, including inefficient flow of clients during WIC visits, eligible families were not engaging with WIC services. The clinics at Salt Lake County Health Department improved their processes and exceeded their initial goals, allowing many more families to be able to eat well and be healthy. This QI project sparked further improvement ideas and projects among its staff. [Read more here!](#)

Upcoming Events

Register Now for PHQIX's Upcoming Webinar: Quality Improvement Training Opportunities and Resources

Join us for our upcoming webinar on training opportunities and resources to support QI efforts with presenter and PHQIX Expert Panel member Grace Gorenflo, MPH, RN. Attendees will increase their knowledge of the QI resources and tools available on the PHQIX website and how they can be used to train your team on the latest and greatest topics and methods in the field of QI. Participants will become more familiar with the free resources available through the PHQIX site, the many training opportunities offered by QI partners, how to use and adapt these resources in QI efforts, and how to connect with others in the field. This webinar will be held on **Wednesday, May 27, from 1 to 2 p.m. EST**. [Register here for this free webinar!](#)



Register Now for NACCHO Annual 2015!

Registration is now open for NACCHO Annual 2015: Envisioning the Future: Creating Our Path! The conference will be held in Kansas City, Missouri, from **July 7 to 9, 2015**. NACCHO Annual 2015 is an opportunity to join a thousand of your colleagues for the year's largest gathering of local health officials in the United States. The conference will provide an interactive setting for local health officials and their public health partners from around the country to examine strategies, share ideas, and plan actions for sustaining or reinventing their organizations in the new era. Click [here](#) to learn more and to register!



Featured Resources

NICHQ Blog: QI Tip-8 Strategies for Surviving Team Turnover

"Team member turnover is unavoidable. People leave organizations, go on maternity leave or have periods when they downgrade their participation to focus on something else. Yes, it is stressful, but it doesn't mean your improvement work comes to a halt. You can set your team up to survive member transitions with these eight strategies." [Read more here.](#)



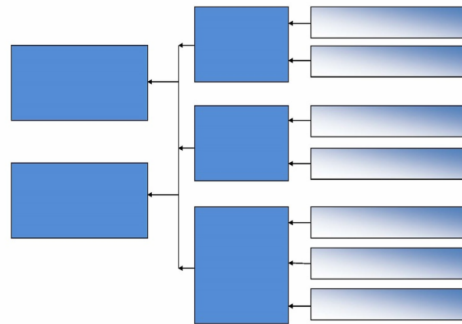
NICHQ Blog: QI Tip-How to Cope with Change Fatigue

"Here at NICHQ, we're in the improvement business. That means we help a lot of people experience a great deal of change. Whether imposed or chosen, however, frequent change efforts can sometimes lead to change fatigue... To keep your change initiative moving forward on the right path it's important to know the symptoms of fatigue and the right strategies for addressing them." [Read more here.](#)

Tackling Risks Associated with Diabetes Using a Population Health Driver Diagram

PHF, with support from the Robert Wood Johnson Foundation, is developing and using

a [population health driver diagram](#) framework to address prevention, control, treatment, and reduction of severe complications associated with diabetes. The driver diagram can be used in communities to help achieve health objectives at the crossroads of public health and health care. [Find out where this new diabetes population health driver diagram will be used](#) to achieve greater health equity and improve the value of community health investments.



NACCHO-ASTHO Joint Performance Improvement Resource



NACCHO and the Association of State and Territorial Health Officials (ASTHO) have collaborated to create a joint performance improvement resource list. Although the list is not exhaustive, it contains similar resources available from both organizations to assist local and state health department practitioners in engaging in performance improvement activities. The list can be found [here](#). Questions about these resources may be directed to [NACCHO](#) or [ASTHO](#).

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