

PHQIX Webinar: Implementing Successful QI: Lessons Learned featuring Kane County Health Department

Questions & Answers

What exactly did staff find time consuming? Was it the meetings? If so, how many meetings did you have, how long were the meetings and how often did you meet?

We actually had quite a large number of meetings. We started looking at the project in December 2012 and it didn't take off until February 2013. From December to May we had 1 to 2 meetings per month which were 1 to 2 hours each. These meetings were a large time commitment from our staff. We have staff working out of two offices in opposite ends of the county so some staff had to drive from the northern office down to the southern office and for the meetings. That made it almost a double time commitment for those staff members.

Sharon, I believe it was box 25 that was violation comment section. Which was the standard for? Not documenting a violation, not specific language, or a mixture of each?

Our violations in Box 25 had three parts. If you didn't document all three parts it was not considered to be complete. If you document the violation you found, why it is a violation and what needs to be done to correct it then the entry would be considered complete.

Did you stratify the data you were collecting by areas within the county? And did you look at the length of staff employment and training with each inspector as possible root causes?

We did not stratify our data in that way. I do like the suggestion for the length of staff employment and training but no, we have not done that.

Are your inspections handwritten?

At this time they our inspections are handwritten. We are updating our database system which will allow us to do inspections in the field on a PC tablet. At that time we will be able to add requirements that will guarantee that the inspection reports be complete.

Can Les talk more about how to pick a QI Project?

Yes I can! Not too surprisingly there are no absolutes here. Learning QI requires the practitioner to immediately use the tools by applying them to problem solving. Organizations that have

formal QI in place are regularly doing QI, and all members of the health department participate on QI teams regularly. The point I was trying to drive home during the webinar is that QI can be labor intensive and time consuming. Each individual can of course apply QI to their daily work and work processes. But as an organization, when you assemble a QI team and engage everyone, you want it to be for purposes of tackling a problem that matters in your health department. That also means to me that it impacts the organization significantly, and may be important to several staff members and possibly external stakeholders.

It seems you are standardizing the filling out of the sheet. Are your inspectors standardized in the actual application of the food rules?

One Kane County supervisor is always standardized by an FDA Certified Food Program Training Officer. This supervisor then has the responsibility of standardizing each of our Environmental Health Practitioners at the beginning for their employment and throughout their employment as necessary.

Webinar available at:

<https://www.pdqix.org/content/pdqix-media>