

**Comments regarding QI from the Site Visit Report**

**January 2013**

The Alliance has had a history of building a culture of QI in their clinical services and has developed this as an expectation in this area using the IHI framework. The non-clinical services in the Alliance - the core PH services - have an opportunity to move from smaller QI projects and basic QI competency to build an agency wide culture of QI that connects to their Strategic Plan and operations.

**STANDARD 9.2 - DEVELOP AND IMPLEMENT QUALITY IMPROVEMENT PROCESSES INTEGRATED INTO ORGANIZATIONAL PRACTICE, PROGRAMS, PROCESSES, AND INTERVENTIONS.**

A comprehensive quality improvement plan is in place and is being implemented with meaningful participation from diverse staff from the point of problem identification to problem solving to implementation and monitoring.

**9.2.1 A:** Establish a quality improvement program based on organizational policies and direction

**Score :****Score Saved**

**Conformity:**

The Quality Improvement Plan and Charter together represent a quality improvement plan as described in the guidance for this measure. Specific QI projects did not appear to be identified in this measure but were identified in Measure 9.1.3 (i.e. customer wait time and satisfaction, screening for RN status in the hiring process), and also in the next measure 9.2.2 (Internal Communication).

Documentation also shows that staff at various levels, including the QI Council and certain managers have received training and advanced training in QI and that communication mechanisms are designed to keep staff at all levels informed of progress from QI initiatives within the agency.

**Areas of Excellence:**

Not Available

**Opportunities for Improvement:**

Not Available

**9.2.2 A:** Implement quality improvement activities

**Score :****Score Saved**

**Conformity:**

Documentation attests to two quality improvement initiatives (internal communication and staff awareness and WIC waiting time) both involving staff in problem solving and development and implementation of action plans.

The two initiatives documented are rather specific and would appear to have involved only a handful of staff; however; interviewed staff state that staff throughout the agency have been engaged in quality improvement at one stage or another although comfort level of clinical staff seems to be considerably higher than core public health staff.

**Areas of Excellence:**

Not Available

**Opportunities for Improvement:**

Involving staff at all levels of the agency in QI training and project work would continue to support development of a strong, agency-wide QI culture.