**AIM Statement Template**

*This template serves as a guide to assist in formulating the AIM, or goal, of the process improvement. It is a working document designed to evolve over several discussions while the project team works through the problem.*

**Section1: Problem Description, Boundary, and Team Composition**

* Describe the problem or opportunity to be addressed:

Health Problems and Environmental Health Hazards

* This process is important to work on now because of: *(describe the impact this problem or opportunity is having on the agency, program, customers, employees, or the community*

Fillmore County has no formal environmental health services or fully adopted building code. Multiple county and state departments are responsible for responding to various health problems and environmental health hazards which makes investigations complex, response time delayed, and health consequences high. Protocols exist for issues such as meth lab cleanup and septic system failure but not for issues such as mold exposure or silica sand mining. Fillmore County Public Health does not currently have a uniform system in place to respond to public health issues and environmental health hazards or refer them to the appropriate response agency within a specifically allotted time frame. The need for such a system is warranted in order to provide safe protection for all Fillmore County residents from health problems and environmental health hazards while improving the efficiency and effectiveness of FCPH. Addressing this issue is an opportunity for improving health in addition to working toward meeting accreditation standards for health problems and environmental health hazards.

* Team Sponsor: Fillmore County Public Health
* Team Leader: Brenda Leigh Pohlman
* Team Members: Area of Expertise:
* Christopher Graves Zoning
* Daryl Jensen Enforcement/Emergency Management
* Joe Magee Soil and Water Conservation District
* Tina Peters Infectious Disease Prevention
* Lantha Stevens Administration
* The problem or opportunity starts with Assessing additional community practices and procedures regarding response to health problems and environmental health hazards.
* And ends with Applying newly developed standard operating procedures for health problems and environmental health hazards to non-infectious health problems, environmental, and/or occupation public health hazards and tracking results.

**Section 2: Internal and External Benefit and Cost Description:**

* This opportunity has the following estimated potential benefits internally and to the external community:

1. **Internal:**  Tangible Benefits Intangible Benefits

* Improve initial investigative response Streamlined response
* Completion of PHAB Standards
* Improve records regarding local environmental policies

1. **External:** Tangible Benefits Intangible Benefits

* Reduction in time spent on cases Enhanced partnerships
* Prompt response Safer communities
* The cost of this project is estimated to be: $5,000.00 and is composed of the following cost categories:

|  |  |
| --- | --- |
| **Salaries and Fringe**  QI Project Coordinator  110 Hours X $42.09/Hour = $4,629.90 | $4,629.90 |
| **Travel**  150 Miles X $0.555/Mile = $83.25 | $83.25 |
| **Supplies**  Supplies for Partner Meetings = $86.85 | $86.85 |
| **Other**  Online Evaluation and Tracking Tool = $200.00 | $200.00 |
| **TOTAL** | **$5,000.00** |

**Section 3: Current State Performance and Desired Future State**

* Describe the current state of the problem or opportunity and its current performance (baseline data):

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Range of Hours Elapsed Between Incident Onset Until FCPH Receives Notification | Average Hours Elapsed Between Incident Onset Until FCPH Receives Notification | Range of Hours Elapsed Between FCPH Notification and Initial Investigation | Average Hours Elapsed Between FCPH Notification and Initial Investigation |
| Animal Bites | 24 to 144 | 79.2 | 24 to 144 | 72 |
| Clan Labs | 24 to 48 | 29 | 24 | 24 |
| Infectious Diseases | 24 to 1032 | 343.2 | 24 to 120 | 36 |
| Nuisances | 24 | 24 | 24 to 96 | 38.4 |
| **TOTAL** | **24 to 1032** | **185.3** | **24 to 144** | **38.4** |

* Describe the ideal future state:

By November 2012, 90% of initial investigations regarding health problems and environmental health hazards conducted by Fillmore County Public Health will occur within 24 hours after notification as compared to the current investigation onset time of 38.4 hours. This will reduce the initial response for animal bites, infectious diseases, and nuisances from 72, 36, and 38.4 hours respectively to within 24 hours.

* What are the key driving and restraining forces impacting the current state and the ideal future state?

|  |  |
| --- | --- |
| **Driving Forces +** | **Restraining Forces -** |
| Current administrative culture | Previous administrative culture |
| Accreditation | Lack of standard operating procedures |
| Increased number of issues requiring response | Minimal 24-7 responders for such events |
| Improved community safety |  |



**Section 4: Improvement Description:**

* This effort should improve the current state

1. Describe the improvement goals to be achieved,
2. The timing of these improvements,
3. And how the improvement will be measured.

|  |  |  |  |
| --- | --- | --- | --- |
| **Aim Statement:** By November 2012, 90% of initial investigations regarding health problems and environmental health hazards conducted by Fillmore County Public Health will occur within 24 hours after notification as compared to the current investigation onset time of 38.4 hours. | | | |
| **Activities** | **Timeline** | **Outcome**  **Evaluation** | **PHAB Measure** |
| Collaborate with local and state partners to develop a flow chart delineating roles and coordinating standard operating procedures for health problems and environmental health hazards in Fillmore County. | 4/1/2012  to 6/30/2012 | Completion of flow chart. | 2.1.A - Maintain protocols for investigation process. |
| Condense partner agreements, applicable legal references, and incident management guidelines into a single reference for health problems and environmental health hazards. | 4/1/2012  to 6/30/2012 | Completion of reference guide. | 2.1.4A - Work collaboratively through established governmental and community partnerships on investigations of reportable/disease outbreaks and environmental public health issues. |
| Develop a tracking system for recording laboratory reports, investigation results, and referral outcomes for health problems and environmental health hazards. | 7/31/2012 | Completion of  tracking system. | 2.1.5A - Monitor timely reporting of notifiable/reportable diseases, lab test results, and investigation results. |
| Implement newly developed standard operating procedures for health problems and environmental health hazards to infectious or communicable disease cases and track results. | 8/1/2012  to 11/30/2012 | Audit timeliness of response to cases and changes in detrimental health outcomes. | 2.1.2 T/L -Demonstrate capacity to conduct an investigation of an infectious or communicable disease. |
| Apply newly developed standard operating procedures for health problems and environmental health hazards to non-infectious health problems, environmental, and/or occupation public health hazards and track results. | 8/1/2012  to 11/30/2012 | Audit timeliness of response to cases and changes in detrimental health outcomes. | 2.1.3A - Demonstrate capacity to conduct investigations of non-infectious health problems, environmental, and/or occupational health problems. |

**Section 5: Internal and External Customer Identification:**

* For the following customers/clients (*customers, staff or those affected by the process under improvement)*

1. *Soil and Water*
2. *Fillmore County Public Health*
3. *Local Law Enforcement*
4. *Minnesota Pollution Control Agency*
5. *Minnesota DNR*
6. *Fillmore County Zoning*
7. *Fillmore County Resource Recovery*
8. *Fillmore County Residents*
9. *Fillmore County Highway Department*