



Issue 19 - December 2014

Welcome to qualitymatters!

The PHQIX team would like to thank all of you for your continued efforts and commitment to quality improvement (QI) in public health! Have a safe and happy holiday season! The next issue of the PHQIX Weekly Digest will be released during the week of January 5.

In this issue, you'll find information regarding our recent drawings and exciting news from the Connecticut Department of Public Health's Office of Public Health Systems. You'll also find information regarding upcoming events, including our upcoming webinar Achieving Rapid Results and Energizing the Team: The What, Why, and How of Kaizen, information on our current website drawing, new QI Initiatives, and registration for the National Network of Public Health Institutes (NNPHI) Open Forum for QI. Finally, you'll find new featured resources from the National Association of County and City Health Officials (NACCHO) and the Public Health Foundation (PHF). 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

News and Updates

Winter Website Drawing Deadline Approaching



The PHQIX winter website drawing deadline is approaching! To enter the drawing for a \$35 Visa gift card, simply comment on a [QI initiative](#) or [Community Forum](#) post by January 15, 2015. Only 10 entries will win, so comment today!

QI Innovator Award Nominations

Thanks to everyone who nominated a QI Innovator! The PHQIX team is reviewing nominations and will formally announce award winners in the coming months. Stay tuned!



September Drawing Winners



We are excited to announce the following winners of the September drawing: Sara Warren, Alex Eichman, Jill Almond, Jenny Robertson, Megan Davis, Kristin Preihs, April Harris, Michelle Thorne, and Susan Sloan. They each won a \$35 Visa gift card for commenting on a Community Forum post or QI initiative. Congratulations!

New QI Initiatives

North Carolina Maternal, Infant, and Early Childhood Home Visiting Program Climbs the Data Peek

The NC Division of Public Health streamlined data collection and improved the quality of reportable data in their Maternal, Infant, and Early Childhood Home Visiting Program. The aim of this quality improvement initiative was to improve the quality of program data sent from the local sites and to streamline the entire data collection process. The project activities optimized effective use of data, so that programs are using data in a way that could identify how to strengthen and improve the services they provide to children and families. The initiative fostered and maintained a culture of quality within the home visiting program and created a positive communication feedback loop between the state and local teams. Read more about it [here](#).

Assessing and Improving Agency-Wide Quality Improvement Training

Kane County Health Department (KCHD) has used SlideRocket to create quality improvement (QI) training modules and tracks staff progress using an internal database, which contains personal staff information and is shared internally within the Community Health Resources (CHR) section. The fiscal year (FY) 2014 QI plan states that staff must complete six required QI modules. In May 2014, only 61.7% of staff had completed all six of the required modules. Staff were surveyed about barriers of and opportunities from training module completion and use. CHR section staff and the QI/PM Committee were then surveyed about the best possible solution, which would be having the health data and quality coordinator (HDQC) send regular updates to staff with the modules they need to complete. Within days, the completion percentage increased by 10% and several weeks later had reached 83.1%. The notification is now a standard monthly process used by the HDQC, who tracks the trainings internally and collectively through the performance management system...continue reading [here](#).

Upcoming Events

Save the Date for our Upcoming Webinar! Achieving Rapid Results and Energizing the Team: The What, Why, and How of Kaizen

Tuesday, January 13, 2015, 12:00- 1:30 PM EST

Join us for our upcoming webinar on the Kaizen process and the results it can achieve, with presenters Chris Bujak and Pam Vecellio of Continual Impact, LLC. Attendees will increase their knowledge of the Kaizen process, learn how it fits into QI, be able to describe it to others, and get energized to learn more about its potential. Stay tuned for more information on how to register for this free webinar on the [PHQIX site](#) and in the next Weekly Digest!



Win a Scholarship to the NNPHI Open Forum from March 19 to 20, 2015!

Submit a new QI initiative by January 15, 2015, for a chance to win one of three scholarships to the NNPHI Open Forum for QI in Public Health from March 19 to 20, 2015, in San Antonio, Texas. You must [register](#) on PHQIX to submit a QI initiative. By submitting your QI initiative on PHQIX, you will receive many [benefits](#), including an American Medical Association-style citation on the PHQIX site that you and others can reference. Your initiative can help inform similar initiatives being conducted by other PHQIX community members and contribute to the evolving science of public health QI. You will also receive excellent feedback from Expert Panel members. Click [here](#) to learn more about how to submit a QI initiative. You can log in and click [here](#) to submit yours. E-mail us at contact@phqix.org if you have any questions or concerns.



NNPHI Open Forum for QI-Register Now! March 19-20, 2015 in San Antonio, Texas

[Registration](#) for the upcoming Open Forum for QI is now open. The Open Forum, a unique opportunity to learn from leaders in the field of QI for public health and network with your peers, will be held from March 19 to 20, 2015, in San Antonio, Texas. NNPHI is proud to announce the following plenary speakers for this year's Open Forum: [Emily Holubowich](#) (Executive Director, Coalition for Health Funding; Senior Vice President, CRD Associates), [Ron Chapman](#) (Director of the California Department of Public Health), [Terry Cline](#) (Oklahoma Commissioner of Health), and [Clement "Clem" Bezold](#) (Founder and Chairman, Institute for Alternative Futures).



A pre-conference QI workshop, Strategic Plans: The Engine for Performance Management, will be held on Wednesday, March 18, 2015. Experienced QI practitioners Marni Mason (MarMason Consulting, LLC) and Susan Ramsey (Pearls of Wisdom Consulting, LLC) will lead the workshop. The \$55 registration fee will cover breakfast, lunch, and any pre-reading and session materials. Further details, including a draft agenda, are forthcoming.

[Register for the Open Forum and pre-conference workshop today so you don't miss out!](#) Registration closes on Friday, February 20, or when maximum capacity is reached.

If you have any questions about the Open Forum, please contact NNPHI's Convening Specialist, Whitney Magendie, at wmagendie@nnphi.org.

Local News and Ideas

The Connecticut Department of Public Health's Office of Public Health Systems Improvement Team Wins

Commissioner's Award!

On October 29, 2014, the Connecticut Department of Public Health's Office of Public Health Systems improvement team was presented with the Commissioner's Award in appreciation for outstanding commitment to quality and excellence. The Commissioner's Award is presented annually at a department town hall meeting to an individual or team for



exceptional performance and achievement. The Office of Public Health Systems improvement team was honored by the recognition, but more importantly, the award signifies the tremendous leadership that is fostering the health department's development into a high-performing organization.

Featured Resources

Love NACCHO's Roadmap to a Culture of Quality Website? Check out the newest revisions!

NACCHO is pleased to announce revisions to the [Roadmap to a Culture of Quality](#) (the Roadmap) website. The Roadmap provides local health departments (LHDs) with guidance on progressing through six phases or levels of QI maturity and presenting common organizational characteristics, strategies, and resources for transitioning toward a quality culture. Revisions include the following:

- [Change management content](#)-Change management is a cornerstone of building a quality culture. The Roadmap offers a new change management page that provides an overview of the change management process, delineating between the "human" and "process" sides of change and presenting instructions on how the Roadmap can be used to manage change and handle staff resistance.
- [Assessment guidance](#)-An assessment of the current culture is important to understand a path to the future desired state. New guidance on selecting a self-assessment tool based on LHD needs and experience is now available.
- Detailed organizational characteristics-Each of the [six phases of the Roadmap](#) now includes more detailed organizational characteristics reorganized by [foundational element](#). The new content provides more guidance on identifying the current phase of a quality culture.
- User-friendly navigation-The phases of the Roadmap are now organized by tabs and collapsible drop-down menus, allowing users to view the most relevant content with reduced click-throughs and scrolling.

New Resources Available to Support Use of the Performance Management Toolkit

Since its release in June 2014, thousands of public health professionals have used the [Performance Management Toolkit](#) to find resources and tools to better understand performance management and how to develop successful performance management systems. Most recently, the Public Health Foundation (PHF) released two new resources, a [Frequently Asked Questions document](#) and an [archived recording of the Pinpoint the Resources You Need webinar](#), to support use of the toolkit. Incorporating comments, questions, and feedback from the public health community, both of these resources provide answers and guidance to those looking to improve their approach to performance management and suggestions about how the Performance Management Toolkit can help. [Access these two latest resources.](#)

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