



Issue 25 - June 2015

Welcome to qualitymatters!

In this issue, we're excited to honor Quality Improvement (QI) Innovator Award winner Sara Warren in a special feature story. You'll also find

- PHQIX news and updates;
- a QI video highlight of Kane County, Illinois;
- recently posted QI initiatives; and
- information on upcoming events hosted by our partners the National Association of County and City Health Officials (NACCHO) and the National Network of Public Health Institutes (NNPHI)!

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 Sara Warren as a public health QI innovator!

What Makes Sara Warren a QI Innovator?

Sara Warren serves as Chair of the Quality Council at the Florida Department of Health in Seminole County (DOH-Seminole). In this capacity, she led the redesign of the council's charter, which resulted in a Best Practice acknowledgment for policy design by the state office. Sara has used her training in the Kaizen and DMAIC (Define, Measure, Analyze, Improve, and Control) approaches to spearhead many QI projects within her organization. As the leader of her Lean Six Sigma Green Belt project team, she completed a 6-month in-depth analysis of DOH-Seminole's clinical cycle times and identified root causes for process waste. Her team then eliminated redundancies and developed a more streamlined process. Sara also led DOH-Seminole's first-ever Kaizen event and has since ensured active continuation of event outcomes and next-step opportunities. She engages staff members in the QI process and supports their active participation in projects, not only by meetings and training but also with a "get out there and in the field" approach. Sara meets routinely with internal and external clients to ensure that project targets accurately represent the needs of the stakeholder groups. Recently, Sara helped to lead a communication blitz where electronic surveys and physically posted comment boards were reviewed with stakeholder groups during the last year of DOH-Seminole QI. These posters and surveys asked for recommendations regarding next year's project ideas and ways to continue to support a QI culture. By routinely presenting documented project information, both locally and on a wider scale, Sara has communicated the benefits of QI to a variety of stakeholders.



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

News and Updates

PHQIX Welcomes Three New Expert Panel Members!

The PHQIX team is excited to announce the addition of three new Expert Panel (EP) members: Ty Kane, Gurleen Roberts, and Ololade (Lola) Coker. Be on the lookout for feedback and thoughts from all of our EP members on the Community Forum and in other PHQIX activities. This month, we wanted to highlight Gurleen Roberts and share a bit about her experience in the world of QI.



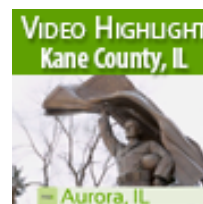
Gurleen Roberts, MPH, is the Quality Assurance/Quality Improvement and Accreditation Coordinator at the Georgia Department of Public Health's North Central Health District 5-2 in Macon, Georgia. She has worked for the Georgia Department of Public Health since 2014, leading QI efforts and creating a culture of quality not only in the rural 13-county area of the North Central Health District but also across the state of Georgia. Gurleen is also a certified Lean Six Sigma Green Belt. Her main role as Accreditation Coordinator has given her experience in community health

assessments and community health improvement plan development, strategic planning, and QI planning. She is currently working on workforce development and creating a performance management system within the District. Gurleen also leads Public Health Accreditation Board (PHAB) accreditation and domain teams to satisfy PHAB documentation, along with the QI Council and quality assurance team. Gurleen will be starting her doctorate in public health leadership at Georgia Southern University in fall 2015. She received an MPH in environmental health from Fort Valley State University and a BS in nutrition science from the University of California, Davis.

Check out the [PHQIX Expert Panel Members](#) page to learn more about all of our EP members.

New QI Video Highlights Kane County, Illinois!

In our latest QI video highlight, Kane County Health Department personnel discuss how involving all staff in identifying barriers to completing department-offered QI training resulted in greater acceptance of, participation in, and numbers of staff completing six required training modules. Check out the video on the [PHQIX Videos and Webinars](#) page, and read more about this QI initiative [here!](#)



PHQIX Webinar Now Archived



Thank you to everyone who participated in our latest webinar, Quality Improvement Training Opportunities and Resources. This webinar has now been archived on the [PHQIX Videos and Webinars](#) page. A PDF of the webinar slides and a summary of the questions discussed during the webinar have also been archived.

PHQIX Website Drawing Has Begun!

We are excited to announce that our latest website drawing has begun! To enter the drawing, simply comment on a [QI initiative](#) or [Community Forum](#) post by July 3rd to enter the drawing. Five randomly selected winners will receive a PHQIX hoodie!



New QI Initiatives

Check out these QI Initiatives recently published on PHQIX!

Improving Coalition Communication

Knox County Health Department (KCHD) in Illinois demonstrates how use of partner-developed communication standards can improve communication satisfaction among groups participating in a coalition. While working with a four-agency We Choose Health Coalition, KCHD identified the need to increase each agency's satisfaction with communication. As the lead agency, KCHD ran a Plan, Do, Study, Act cycle focused on communication between the lead agency and the subgrantees. [Read more here!](#)

Assessing HEALTH's Quality Improvement Culture

How might your health department track the trajectory and evolution of its QI and performance management system? Learn how the Rhode Island Department of Health developed a survey tool to assess progress and measure QI uptake. [Read more here!](#)

Increasing the Ability to Track Data Requests from Internal and External Partners

Vermont Department of Health improved the process for tracking data requests from internal and external partners. The interventions made the staff more aware of the tracking process and offered education on the use of the Access database. The results included greater use of the process and an increased number of staff using the tracking database, and the improved tracking of these requests allows managers to see who is using the data and how much time is spent filling requests. Ideally, tracking can reduce workload for analysts by avoiding duplication of effort. [Read more here!](#)

Upcoming Events

Upcoming NACCHO Performance Improvement Webinar



The next NACCHO performance improvement webinar, Change Management and Performance Improvement: The Small LHD's Perspective, will occur on **Wednesday, June 24, 2015**, from 3:30 p.m. EDT to 5:00 p.m. EDT. During this webinar, NACCHO will provide an overview of change management and concrete strategies for building an infrastructure for performance improvement and empowering staff so they are motivated and able to engage in accreditation and QI. Please [click here to register](#).

Register Now for NACCHO Annual 2015!

Don't forget to register 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!



Save the Date for the 12th Open Forum This Fall!



The date has been set, and we are excited to host the 12th Open Forum for Quality Improvement in Public Health in Seattle, Washington, this fall! Pre-conference meetings, including a workshop offered by experienced practitioners Mami Mason (PHQIX EP member) and Susan Ramsey, will be held on Wednesday, October 14, 2015. The 1.5-day Open Forum will be held on **Thursday and Friday, October 15 and 16, 2015** at the conference hotel, the Westin Seattle.

Registration will open in mid-June. Visit [NNPHI's upcoming events page](#) to stay up to date on registration launch, speakers, priority topics, abstract submissions, and more.

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