

PUBLIC HEALTH IMPROVEMENT PARTNERSHIP

SESSION 1

Creating a Culture of Quality Improvement for Public Health Leadership

SUMMARY

Welcome

Jane Lee, DOH

This is a three part QI class sponsored by the Robert Wood Johnson Foundation, Multi State Learning Collaborative grant.

- **Session # 1: Overview of Quality Improvement for PH Leadership**
Quality improvement principles and methods that support performance management in a public health agency (in-person 10/11 & iLinc 10/14)
- **Session # 2: The Importance of Creating a Culture of QI**
Three PH leaders (DOH, TPCHD and SRHD) will share their experience and strategies for building a QI culture in their agency (iLinc 11/1; 2-3:30 pm)
- **Session # 3: Quality Improvement Hands-on Workshop**
This session will provide tools & strategies to select QI efforts and process and tools for building QI into an agency's culture (iLinc 12/2; 1:30-3:00 pm)

Session #1 - Overview of Quality Improvement for PH Leadership

Marni Mason, MCPP Healthcare Consulting

Marni gave an overview of how QI principles and methods support performance management in public health agencies. Big QI starts with leadership commitment to build QI structure and capacity into an agency.

Principles of QI

- Know your stakeholders and what they need
- Focus on the process
- Use data for decisions
- Use teamwork to improve

She led the group through an exercise using a fishbone diagram to identify possible causes related to a public health problem. The presentation can be found at:

<https://nwcphp.ilinc.com/join/vbvxxvhz>

Each participant was sent a copy of the "Memory Jogger" a guide to QI tools and planning.

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