

Asotin County Health District
Quality Improvement Plan 2011

Asotin County Health District is committed to creating a Quality Improvement plan that is sustainable and data-driven, and will enhance, measure, and improve employee and overall Health District performance. The Quality Improvement plan will be reviewed annually, in January, and will be revised as necessary.

Quality Improvement Goals:

- 1. Personnel**—Improving staff knowledge, skills, abilities, and confidence in capabilities
 - a. Develop a performance evaluation tool to be used at least annually for all staff
 - b. Hold regular information technology trainings for all staff to stay current and confident with office equipment
 - c. Establish a new computer rotation to keep information technology for staff current and capable
 - d. Complete Health Officer public health training by end of 2012
 - e. Strengthen agency Incident Command System knowledge and capabilities to improve individual ability and confidence to respond to a public health emergency

- 2. Agency**—Improve policies, programs, plans, capabilities of the Health District
 - a. Improve WIC no-show rates to currently funded numbers by mid-year 2012
 - b. Complete the Continuity of Operations plan for the Emergency Response Plan by July of 2012
 - c. Utilize program and project evaluation results to make program improvements in all programs—ongoing
 - d. Utilize Improvement Plans from all PHEPR drills and exercises and incorporate improvements within 60 days of identification in AARs
 - e. Create a five year timeline for building improvements and enhancements
 - f. Align applicable Washington Public Health Standards with Public Health Accreditation Board standards throughout the year so that if funding is available, Asotin County Health District will be ready for PHAB accreditation
 - g. Maintain and support the Asotin County Healthy Communities Coalition through 2012 and beyond, if possible
 - h. Improve design of and consistently update ACHD web page to be a useful community resource
 - i. Improve public health emergency response capabilities system wide to account for shortcomings created by a reduction in workforce strength

3. **Community**—Improve communication and outreach with constituents and other community members
 - a. Enhance communication lines with Asotin County Board of Health by providing an annual report of activities, data, and the direction the Health district is moving
 - b. Increase the use of community derived data to make policy determinations
 - c. Develop ready-made templates for public health advisories and press releases

Areas for improvement in this DRAFT Quality Improvement plan were gathered from the 2011 Standards performance review and from the Asotin County Health District Strategic Plan, and from other internal program assessments. The Health District will continue to develop this plan into a useable measuring tool for long term performance improvement.