

Chelan-Douglas Health District Quality Improvement Plan September, 2011

Overview

Chelan-Douglas Health District's Quality Improvement Plan for 2012 focuses on three program areas – CSHCN, Food and On-Site. A summary description of the QI effort in each of these programs appears below. Overall responsibility for these QI activities is shared by the Health District's management team consisting of:

- Barry Kling, Administrator and Director of Environmental Health
- Beverly Neher, Associate Administrator for Personal Health
- Mary Small, Director of Community Health and Preparedness
- Diane Forhan, Associate Administrator for Support Services

Although CDHD has an extensive history of quality improvement work, some of these efforts have not been well documented in the past. The quality improvement efforts described here will be documented through meeting minutes and other records.

CSHCN Program Quality Improvement Plan

I. Purpose and Scope

The purpose of this quality improvement project is to increase the active caseload in the CSHCN program by formalizing the referral process to the CSHCN program. New referral forms will be developed and distributed. Face to face meetings will occur with potential referents to review eligibility and referral process.

II. Structure

Nursing Director will work with CSHCN program coordinator.

III. Quality Improvement Activities

Nursing director will review the number of new referrals and active caseload quarterly. CSHCN coordinator will develop referral form and a one page flyer for parents and providers. She will also meet with local referents to review program eligibility and the referral process.

IV. Evaluation and Revision of QI Plan

There will be a quarterly review of this QI Plan for one year starting September 30, 2011. CDHD caseload will be compared to that in near-by jurisdictions.

Food Program Quality Improvement Plan

I. Purpose and Scope

a. To revise and update the Food Program Enforcement Flow Chart. The chart has been in use for some years and it is important to review its use in the field to determine whether it is still working well in practice. In addition, we want to consider whether the chart should be altered to more effectively deal with establishments having unsatisfactory inspection results.

b. To review and revise CDHD's procedures regarding temporary food events, with attention to at least the following issues:

A more equitable system for temporary vendors holding repeated events of the same type at various farmers' markets and similar venues. A review of systems used in other jurisdictions will be part of this effort.

The possibility of streamlining the handling of temp permit documents within our office.

c. To establish a plan to promote greater consistency in food service inspections. The team will consider various measures including regular "case conferences" in which a member presents for discussion a recent inspection raising interesting issues, and the possibility of a second inspector occasionally accompanying a colleague during inspections in order to compare their views on any issues that arise.

II. Structure

The environmental health director will convene a workgroup consisting of the 3 EH Specialists and the primary support staff member in the District's food program.

The Health District's Food Program Advisory Committee, consisting of food service industry representatives, will be convened at least twice to consider proposed changes.

III. Quality Improvement Activities

The work group will begin meeting in late 2011 and complete its work by March 1, 2012. At least two meetings of the Food Program Advisory Committee will be held to discuss proposed changes. Any proposed changes in policy requiring Board action will then be submitted to the Board of Health with approval expected by the May Board meeting.

IV. Evaluation and Revision of QI Plan

In late 2012 the food program quality improvement team will be reconvened to review:

- a. Whether the current state of the enforcement flow chart is working satisfactorily in the field;
- b. Whether current procedures for temporary events worked satisfactorily during the summer of 2012.
- c. Whether methods for achieving greater consistency were designed and implemented since the committee's work in early 2012. At this time the team will determine further measures for monitoring the consistency of inspections. For example, when two inspectors visit a facility at the same time, each could independently complete an inspection form and the resulting scores could be compared.

On-Site Program Quality Improvement Plan

I. Purpose and Scope

Develop an updated Policy and Procedure document for on-site inspections and site evaluations, including an enforcement flow-chart similar in concept to the one in use by the Food Program.

II. Structure

The environmental health director will convene a workgroup consisting of the EH Specialists and the primary support staff member in the District's on-site program.

III. Quality Improvement Activities

The work group will begin meeting in late 2011 and complete its work by March 1, 2012. Any proposed changes in policy requiring Board action will then be submitted to the Board of Health with approval expected by the May Board meeting.

IV. Evaluation and Revision of QI Plan

In late 2012 the on-site quality improvement team will be reconvened to review:

- a. Whether the current state of the enforcement flow chart is working satisfactorily in the field;
- b. Whether revised Policies and Procedures manual worked satisfactorily during the summer of 2012.

c. The team will also develop further plans for quality improvement during 2013, with emphasis on further improvement regarding any problems identified in the Policies and Procedures manual and on the achievement of greater consistency among the different inspectors' field inspections.