

2010-2011 Standards Review
Agency Quality Improvement Plan

LHJ name: Clallam County Health and Human Services (CCHHS)

Title of project: Create Agency Culture of Quality Management

Lead staff: Iva Burks and Christina Dettra

Start date: 6/1/2011 Complete date: ongoing

Overall goal for project: Increase Quality Improvement processes at CCHHS

1. a. What is the identified issue that you would like to work on? **Develop a Quality Management Infrastructure at CCHHS**
 - b. How did you determine that this was an issue (background)? **Results of our 2008 and 2011 Performance Standards Reviews.**
 - c. What quality improvement tools did you use to identify the problem? (See referenceⁱ) **Analysis of two most recent Performance Standards Reviews.**
2. What is your specific objective and timeframe for improving the identified area? This should be your one overall objective for the project and should be SMART: Specific, Measurable, Achievable, Realistic, and Time bound. (See example and referenceⁱⁱ)

<u>Specific</u>	<u>Measurable</u>	<u>Deliverable</u>	<u>Realistic</u>	<u>Time-bound</u>
<i>(verb, e.g. increase)</i>	<i>(what you are improving)</i>	<i>(by how much, e.g. by 10%)</i>	<i>(by when, e.g. by Nov. 30th)</i>	<i>(to do what- health outcome, e.g. decrease preventable disease)</i>

Type yours here: Establish QM infrastructure within the organization by December31, 2011 to address Standard 9 in the WA State Public Health standards.

3. a. What activities are you considering for improvement? **Elements of the QM Infrastructure will include a Agency QM Policy, Draft QI Plan, Participation in Center of Excellence Training, and development of Customer Satisfaction Survey.**
 - b. What QI tools will you use to work on project? (See referenceⁱⁱⁱ) **We are working closely with the Centers of Excellence on training and Technical Assistance to learn QI tools. Individual programs will use PDSA or QI tool appropriate to the task.**

ⁱ QI tools or methods for identifying a problem could include logic models, work plans, data analysis, or from resources listed:

The Public Health Memory Jogger™ II

ⁱⁱ QI tools or methods for improving a problem could include conducting a Plan, Do, Check/Study, Act (PDCA/PDSA) cycle or Rapid Cycle Improvement (RCI) project, Business Process Analysis (BPA), pre/post evaluation, or from resources listed in i

ⁱⁱⁱ 2009 WA State Public Health Standards, 9.1.3B