

2010-2011 Standards Review
Agency Quality Improvement Plan
Sample Format

LHJ name: Garfield County Health District

Title of project: Improving Documentation of Environmental Public Health Enforcement Activities

Lead staff: Leta Travis

Start date: October 1, 2011

Complete date: December 31, 2011

Overall goal for project: Develop policies and procedures for documentation to support environmental public health enforcement activities.

1. a. What is the identified issue that you would like to work on?

Need to create local environmental public health policies for aspects of programming, to show Board of Health members and refer back to when working with clients. Need to create: 1) food establishment enforcement policy, 2) exempt food activities policy, 3) water recreation facilities enforcement policy. Need to also create a system for documentation of enforcement activities.

- b. How did you determine that this was an issue (background)?

EH officer isn't currently using or following policy but just refer to state law which is more difficult to interpret. Need to have something that staff and clients can refer to. Other staff don't have any policies to refer to for guidance when the primary EH officer isn't available. This creates additional work for support staff in trying to look up and interpret the regulations. Additionally, in the 2011 Washington State Standard Review Performance Review Report indicates that we need to strengthen documentation of enforcing public health laws and regulations across all programs, especially Environmental Health.

- c. What quality improvement tools did you use to identify the problem? (See referenceⁱ)

2011 WA State Standards Review report; team discussions

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>
(verb, e.g. increase)	(what you are improving)	(by how much, e.g. by 10%)	(by when, e.g. by Nov. 30 th)	(to do what- health outcome, e.g. decrease preventable disease)

Type yours here:

Draft and implement EPH policies and provide staff training on them by December 31, 2011 to increase staff comfort, knowledge and documentation of enforcement regulations.

3. a. What activities are you considering for improvement?

- Locate and adapt/adopt policies from another small LHJ

- Develop documentation system & check sheet for EPH to log/track visits or regulatory/enforcement activities
- Train the EH officer and staff on policies/procedures and the new documentation system/log
- Conduct survey with staff to measure knowledge and satisfaction within progress

b. What QI tools will you use to work on project? (See referenceⁱⁱⁱ)

- Flow chart
- Check sheet

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