

Agency Quality Improvement Plan

LHJ name: Lincoln County Health Department

Title of project: Quality Improvement Quality Improvement Project

Lead staff: Ed Dzedzy

Start date: September 1, 2011 Complete date: August 30, 2012

Overall goal for project: To incorporate quality improvement strategies to improve processes, programs and interventions in public health services provided in Lincoln County.

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

Although quality improvement strategies are utilized routinely to improve the processes and programs within the Lincoln County Health Department, we were unable to provide documentation that staff has been trained in quality improvement methodologies and that program goals and measures were not adopted to measure program effectiveness.

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

It was identified in the 2010-11 Public Health Standards review that measure 9.2.3 was not met and that measures 9.1.3 and 9.1.4 were partially met.

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

Data Collection and analysis.

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>

By June 30, 2012, 100% of Lincoln County Health Department staff will receive quality improvement training to obtain the skills to develop measurable program goals and performance measures to evaluate program improvement in every program area.

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

To complete this task, we will work with the Spokane Regional Health District Center for Excellence to provide the appropriate quality improvement training to staff and guide in the development of measurable program goals and measures.

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

**Rapid Cycle Improvement strategies
Data Analysis**

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