

2010-2011 Standards Review  
**Agency Quality Improvement Plan--Draft**

LHJ name: Mason County Public Health

Title of project: Standards Improvement Project

Lead staff: Lydia Buchheit, Manage, CFH

Start date: October 15, 2011

Complete date: April 30, 2012

Overall goal for project: To improve the number of demonstrated measures on the Basic WA state standards from 69% to 100%

1. a. What are the identified issues that you would like to work on?

**Mason County Public Health needs to demonstrate the following Basic Standards and Measures:**

**1. STANDARD A: Administrative Capacity and Governance:**

**A1.2-** Written policies regarding confidentiality, including applicable HIPPA requirements

**2. STANDARD 1: Conduct and Disseminate Assessments:**

**1.1.1-** A surveillance system is in place for receiving reports 24/7 and for identifying health problems, threats, and hazards

**1.3.3-**BOH review of an annual report or various separate reports with trended data on a set of core indicators that include measures of Local Public Health indicators, community health status, communicable disease, environmental health risks and related illness, access to critical health services. Documented BOH recommendations for actions on health policy decisions

**3. STANDARD 2: Investigate Health Problems and Environmental Hazards**

**2.4.1-** Maintain written protocols for urgent 24/7 communications--Protocols that include lists of partners, addresses, telephone lists, email/website addresses for media, health providers, and other frequent contacts and provide for redundant communication mechanisms, if needed.

**2.4.2-** Implement a system to receive and provide health alerts and appropriate public health response for health care providers, emergency responders, and communities on a 24/7 basis

**4. STANDARD 3: Inform and Educate about Public Health Issues and Functions**

**3.1.2-** Implement health promotion strategies to protect the population from preventable conditions

**5. STANDARD 5: Develop Public Health Policies and Plans**

**5.2.2-** Develop a strategic plan with goals and objectives with measureable and time-framed targets.

**6. STANDARD 6: Enforce Public Health Laws and Regulations**

**6.2.3-** Provide education to regulated entities regarding their responsibilities and methods to achieve full compliance with applicable laws

**6.3.1-** Maintain current written procedures and protocols for conducting enforcement actions

**6.3.2-** Conduct inspection activities of regulated entities according to mandated frequency and/or a risk analysis method that guides the frequency and scheduling of inspections of regulated entities

**7. STANDARD 8: Maintain Competent Public Health Workforce**

**8.2.1-** Complete performance evaluations and improvement/training plan policies

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

**Our 2010-2011 Basic Standards review revealed that only 69% of the 35 measures were fully demonstrated but 0% not demonstrated. This was an improvement from the 2008 standards review where 43% were demonstrated and 16% of the measures not demonstrated. It is evident that work in this area is still needed.**

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 reference<sup>i</sup>)

<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. 30<sup>th</sup>)</i>	<i>(to do what- health outcome, e.g. decrease preventable disease)</i>

***By March 31, 2011, Mason County Public Health will implement a systems change resulting in an increased demonstration of Basic WA Standard measures listed in the above identified issues from 69% to 100%.***

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

1. By October 15<sup>th</sup> we will reconvene the Mason County Quality Improvement Council to review the Standard measures needing improvement.
2. By November 15<sup>th</sup> an action plan to demonstrate accomplishment of each improvement by April 15, 2011 will be created.
3. By December 15<sup>th</sup>, a review will be conducted to determine progress of achievement goal of 100% and repeated each month until project end.

b. What QI tools will you use to work on project? (See reference<sup>ii</sup>)

**We plan to utilize PDSA, work plans, and RCI project tools.**

<sup>i</sup> 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

<sup>ii</sup> 2009 WA State Public Health Standards, 9.1.3B