

**SKAMANIA COUNTY HEALTH
DEPARTMENT**



2011-2012 QUALITY IMPROVEMENT PLAN

Original plan implemented 2011

Reviewed/Updated: _____

Signature, Title: _____

Skamania County Health Department

Mission Statement: It is the mission of Skamania County Health Department to promote and deliver the highest quality of services to our community by evaluating and improving the quality of programs, processes and services to achieve a high level of efficiency, effectiveness and customer satisfaction.

The current state of QI in the Skamania County Health Department is at the beginning stage with organization of a QI committee; the department is following the **FOCUS-PDSA** cycle and is in the process of reviewing and implementing changes in our Strategic Plan.

F= Find an opportunity to improve

O= Organize an effort

C= Clarify current understanding of the process

U=Understand the causes of variation

S= Select a strategy

P=Plan the improvement

D= Do the improvement

S=Study the results

A=Act to hold the gains and continue to improve

In July 2011, Skamania County Health Department began to develop their first QI plan addressing an issue that was discussed at our standards review closing conference.

The Quality Improvement Program includes the following activities:

- A Quality Improvement committee was formed consisting of the Director of Community Health, Director of Community Development, Manager of Public Health, Public Health Nurses, Environmental Health Specialists, Administrative Assistant, and Fiscal Manager.
- Committee met in August and September to discuss and create a QI plan that addresses our Strategic Plan 2011-2014.
 1. The Strategic Plan goals and objectives will be reviewed and performance measures will be determined by November 1, 2011 by QI committee.
- Public Health in Skamania County is divided among Community Health and Community Development; each department will be creating a QI plan for one program. These programs will be determined by November 1, 2011 and the QI for programs will be completed within 6 months.
- On- going staff training on the QI process through SmartPH is available to all staff. Within one year all members of the QI committee will have participated in a one-hour introduction to quality improvement. This documentation will be sent to the Public Health Manager by September 1, 2012.

The members of the QI committee are responsible for

- Assuring that the review functions in this plan are completed
- Identifying educational needs and assuring that staff education for quality improvement takes place.
- Assure that the data obtained through QI activities are analyzed, recommendations made and appropriate follow up of problem resolution is done.
- Prioritizing issues are addressed through the QI committee
- The QI committee shall communicate on a regular basis to be kept abreast of what is happening in the QI process. Communication will occur primarily through county e-mails on a monthly basis; a face to face meeting may be arranged annually or as needed.
- Public Health Manager will be responsible for facilitating and guiding the QI process.

Month	Activity Due	Lead
November 1, 2011	Strategic Plan reviewed; goals and measured determined.	QI committee
November 1, 2011	Community Health determine program for QI; Community Development determine program for QI	CH: Trisa CD: Nicole
January 3, 2012	Strategic Plan will be implemented	Public Health Manager
May 1, 2012	QI will be completed on the 2 programs using the PDSA cycle	QI committee
September 1, 2012	Training on QI will be completed by all QI committee members	Public Health Manager