



PUBLIC HEALTH QUALITY IMPROVEMENT PLAN 2011-2012

DATA SOURCE:

Public Health Standards Site Visit Report April 26, 2011

ANALYSIS PROCESS:

The Wahkiakum County Health & Human Services Leadership Team and key staff from environmental health and communicable disease met to review recommendations from the PH Standards Site Visit report. Recommendations from the visit were as follows:

- Ensure written protocols for urgent 24/7 communications and protocols for systematically providing health alerts and appropriate PH responses to healthcare providers, emergency responders, and the community
- Revise the Strategic Plan to include measures that are measurable and time-framed
- Ensure that enforcement activities and documentation occur within the timeframes outlined in policies and procedures and that complaints, violations, and enforcement activities are analyzed to determine pattern, trends, compliance, and effectiveness
- Demonstrate staff participation in quality improvement methods and tools training

PLANNING OUTCOME:

The group agreed that Public Health has the capacity to address each of the recommendations. Timelines were established based on specific needs. For example, the HHS Strategic Plan revision must be completed by December 2011 because the current plan does not extend past that date. Other goals were prioritized based on potential impact to the community and staff resources.

EVALUATION PROCESS:

1. The plan will be reviewed and updated on an annual basis.
2. The Quality Improvement Plan will be presented to the Board of Health for approval and progress reported to the Board of Health on an annual basis.

The Wahkiakum County Public Health 2011- 2012 Quality Improvement Plan is as follows:

Goal 1: Ensure written protocols for urgent 24/7 communications and protocols for systematically providing health alerts and appropriate PH responses to health care providers, emergency responders, and the community

Objectives	Assigned to Agency Position	Timeline
1.1 Update Public Health Critical & Emergency Call Response Procedure to include updated names & positions, and procedure for responding to healthcare providers, EMS, and the community	Deputy Director HHS	Draft P&P to be completed by 12/31/2011

Goal 2: Revise the Strategic Plan to include measures that are measurable and time-framed

Objectives	Assigned to Agency Position	Timeline
2.1 A HHS Leadership Group will convene to review Strategic Plan 2008-2011 and begin development of Strategic Plan 2012-2015	Director HHS	10/30/2011
2.2 A HHS Strategic Plan 2012-2015 that includes measurable and time-framed measures will be submitted to BOCC for approval	Director HHS	12/13/2011

Goal 3: Ensure that enforcement activities and documentation occur within the timeframes outlined in policies and procedures, and that complaints, violations, and enforcement activities are analyzed to determine patterns, trends, compliance, and effectiveness.

Objectives	Assigned to Agency Position	Timeline
3.1 Include DOH Communicable Disease tracking and reporting systems into Wahkiakum County Public Health Policies and Procedures	PHN	12/31/2011
3.2 Develop and implement process for tracking and reporting communicable disease trends, reporting compliance, and effectiveness	PHN	1/1/2012
3.3 Develop and implement process for tracking and reporting environmental health complaints and violations including trends, compliance and effectiveness for: <ul style="list-style-type: none"> • Food safety • Solid waste enforcement 	EHS	1/1/2012

• On site septic		
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Goal 4: Increase staff participation in quality improvement methods and tools training

Objective	Assigned to Agency Position	Timeline
4.1 A minimum of one annual HHS staff training on quality improvement methods and tools will be presented as documented by presentation content and staff participation list	Director HHS	First training by 6/30/2012