

# Accountability and QI at the Local Public Health Level



**What's the return on  
investment?**



2009 Public Health Quality Improvement Learning Congress  
August 27, 2009

John Wiesman, Director  
Clark County Public health



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# Strategic Plan Initiative Projects

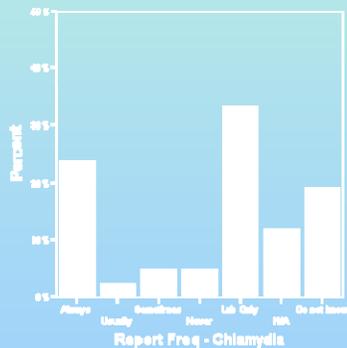


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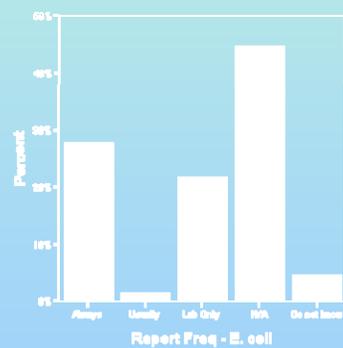
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# Reporting Frequency

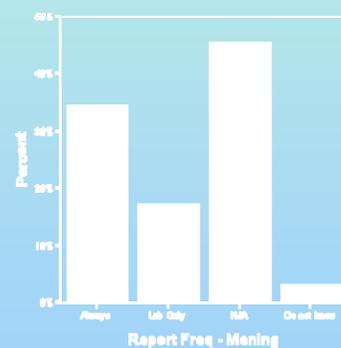
Q13 - In general, when you diagnose the following conditions, how often do you report them to CCPH?



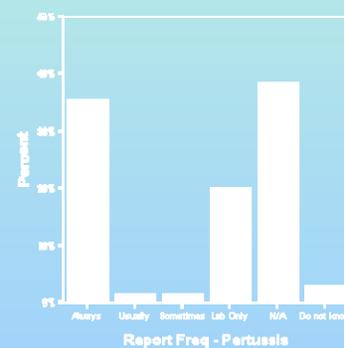
Chlamydia



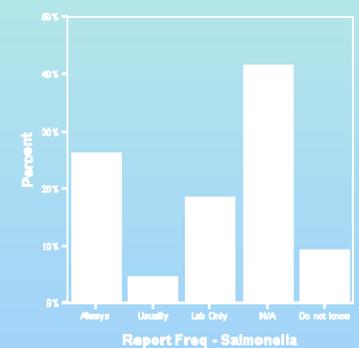
E. Coli



Meningitis



Pertussis



Salmonella

# Performance Measurement



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# OSS O&M

## Key Performance Measures

		2009			
Outcomes & Performance Measures	2008	Q1	Q2	Q3	Q4
Percent of notified property owners receiving inspections	80%	76%	46%	NA	NA
Percent of inspections reporting deficiencies	32%	34%	34%	NA	NA
Percent of inspections reporting critical deficiencies	2%	3%	3%	NA	NA
Percent of critical deficiencies corrected	38%*	73%	68%	NA	NA
Average number of inspections completed per certified O&M Specialist	69.5**	60	58	NA	NA
Cost per inspection (TBD \$ / # of inspections)	TBD	TBD	TBD		

\*Partial year

\*\*Average per quarter

# CSI: Clark County



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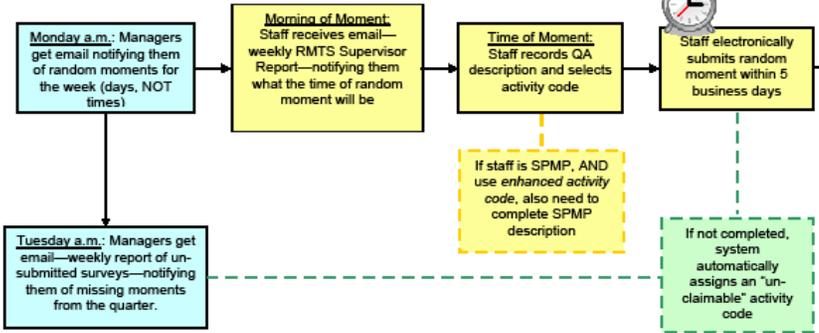
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# Continuous System Improvement – the real CSI



# Medicaid Match/Random Moments Flow Chart

**Quarterly Timeline:**  
**Days Steps**  
 1-5 After end of quarter, given to staff to finish moments from final days of previous quarter.  
 6-15 Manager completes first review in coding correction module.  
 26-35 (approx) Managers do final recommendations



**Potential Solutions:**

- Forward to staff when received
- All employees that do Medicaid Match are oriented
- Conduct regular, on-going training for consistency

**Workload:**

- ✓ 33 moments per person per quarter
- ✓ 60-80 staff involved
- ✓ 5-20 staff reporting per manager
- ✓ The least number of moments a manager has to review per quarter = 165
- ✓ The most moments a manager has to review per quarter = 880

Prepared by: CSI Team – Med Match  
 Last Updated: April 27, 2009  
 Purpose: Describe Medicaid Match Process

**Barriers:**

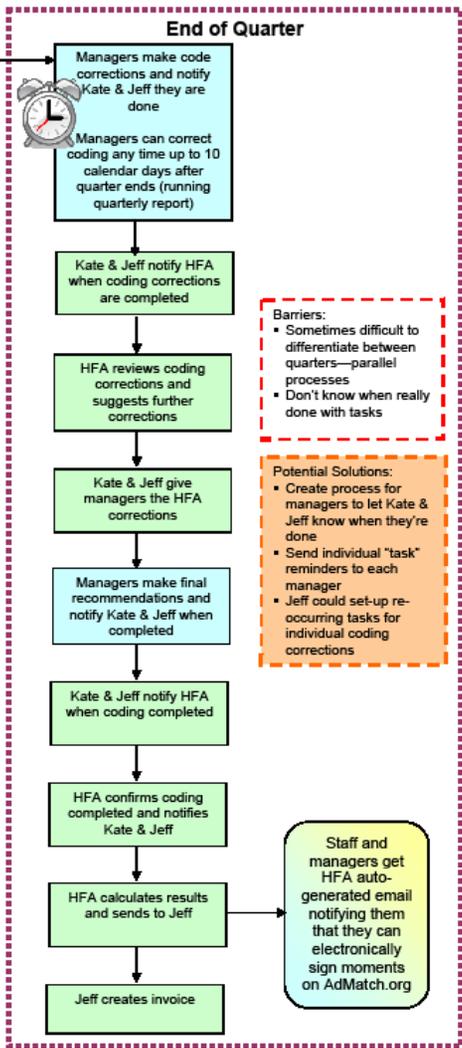
- Forgot to enter
- No system to track/remind that a moment didn't get entered
- No system to remind at time of moment
- Can't enter at time of moment
- Difficult to get down to "one moment"
- Tend to mention more than one thing doing
- Confusion about activity vs. client
- Knowing what to include and not to include
- Level of detail to enter
- Difficult to code because depends on context/ WHY doing activity
- MSS program thinks activities aren't code-able, forget can code other activities

**Barriers:**

- Oops!
- Don't understand codes
- Codes change
- Codes seem subjective
- Lack of clarity about codes
- Lack of clarity about when to use codes
- Can't edit narratives

**Potential Solutions:**

- See corrections sooner
- Training
- Identifying staff who have "no claimable moments" in quarterly report and provide additional training
- Managers regularly do random review of random moment submissions



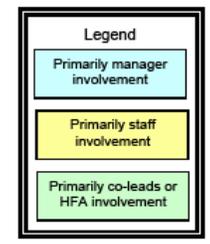
**Barriers:**

- Sometimes difficult to differentiate between quarters—parallel processes
- Don't know when really done with tasks

**Potential Solutions:**

- Create process for managers to let Kate & Jeff know when they're done
- Send individual "task" reminders to each manager
- Jeff could set-up re-occurring tasks for individual coding corrections

Staff and managers get HFA auto-generated email notifying them that they can electronically sign moments on AdMatch.org



**Barriers:**

- Overall system is unclear
- HFA does not review every moment
- Don't have a regular process for notifying Jeff that schedules have changed (vacation, extended leave, etc.)
- No way to share lessons learned
- Attitude toward the system
- Complexity of system

**Potential Solutions:**

- Cheat sheets for employees
- Timer to alert staff at time of random moment
- Specific program position training
- More timely reminder to staff & managers to get random moment done
- Standard language for commonly occurring activities
- Write down first, manager edits, then enter into system
- Do coding corrections throughout quarter



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