

Quality Improvement: Can We Build It? Yes, We Can!



Agenda

Overview of QI Infrastructure at TPCHD

- QI plan
- Performance measures
- Evaluation of QI plan
- QI Council

Lessons Learned by the Builders



We have lots to
talk about, team!

Overview of QI Infrastructure at the Tacoma-Pierce County Health Dept

OK, team.
Let's see
what we
can build!



QI Plan and Evaluation

- Annual QI plan
 - Lists major activities
 - Includes calendar
 - Identifies persons responsible & time lines
- Annual evaluation of QI plan
 - Evaluates QI Council meetings
 - Analyzes performance measure data
 - Examines completion rate of QI plan activities

These are the building blocks of a good QI program.



QI Calendar

| III. 2009 Quality Improvement Council Calendar | | | | |
|---|---|-----------------------------------|--|-------------------------|
| | Staff Responsible | Completion Date | QI Council Review Date | Additional Review Dates |
| A. Rapid Cycle Improvement Projects | | | | |
| Purchasing | Marcy Kulland | Sep 21 | Sep 22 (final report) | TBD (BOH) |
| Solid waste code enforcement complaint resolution | John Sherman | Nov 23 | Sep 22 (interim report) Nov 24 (final report) | TBD (BOH) |
| B. TPCHD Performance Measures | | | | |
| See Section II B | | Jul 31 Oct 31 Jan 31, 2010 | Aug 25 Nov 24 Feb 23, 2010 | Mar 3, 2010 (BOH) |
| C. QI Projects at Request of Director | | | | |
| TBD | | TBD | TBD | TBD |
| D. Program Evaluation Reports | | | | |
| Menu labeling | Rick Porso | May 25 | May 26 | |
| MCH home visiting | David Vance | Oct 26 | Oct 27 | |
| E. Review of Health Indicators | | | | |
| Three priority indicators (Review of performance measures in Table 2) | Nigel Turner (Chlamydia) David Vance (LBW) Rick Porso (Adult Obesity) | Jul 31* Oct 31 Jan 31, 2010 | Aug 25 Nov 24 Feb 23, 2010 | Mar 3, 2010 (BOH) |

Performance Measures

- Twelve department-level measures
 - Modeled after Healthy People 2010 Leading Health Indicators . . . plus two more.



- Approx. 10-20 performance measures per business unit

Percent of solid waste complaints responded to within 20 days.

Reduce the rate of positivity at Infertility Prevention Project (IPP) sites.

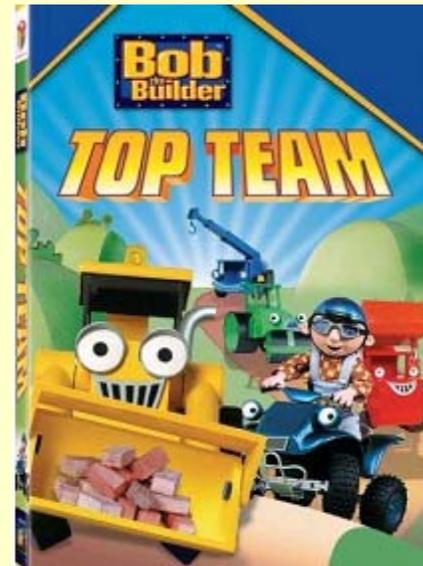
Percentage of Positive Steps clients who engage in services for 30 days or more who have a 10% reduction on three youth violence risk factors

Departmental Performance Measures

| Measure | Indicator | Person Responsible for Reporting Data |
|--|---|---------------------------------------|
| Improve immunization rates | The percentage of kindergarten enrollees that are up to date on their immunizations upon school entry will increase from 86% to 92% by 2014. | Nigel Turner |
| Reduce tobacco use | Decrease the percentage of adult smokers from 18% to 16% by 2014. | Rick Porso |
| Reduce overweight & obese populations | Reduce the rate of increase for adult obesity to 0% by 2014. | Rick Porso |
| Increase healthy physical activity | Increase the percent of youth who are physically active for at least 60 minutes per day from 16.8% to 18.5% by 2014. | Rick Porso |
| Reduce substance abuse | Increase the number of adults receiving opiate treatment service by 23% by 2014, to 800 patients. | David Vance |
| Increase responsible sexual behavior | Increase the percentage of sexual partners treated for sexually transmitted diseases by 10% by 2014. | Nigel Turner |
| Increase access to care | Increase the number of children enrolled annually in health insurance programs by 42% by 2014. | David Vance |
| Decrease injury and violence | Reduce youth violence risk factors among 75% of youth who participate in TPCHD youth violence prevention services for at least 30 days. | David Vance |
| Improve mental health | Decrease adult mental health problems in 20% of families provided TPCHD evidenced-based program services by 2014. | David Vance |
| Improve environmental quality | Increase the percent of water systems that meet drinking water standards from 80% to 90% by 2014. | Steve Marek |
| Effectively respond to public health emergencies | Respond within one hour in 100% of situations where TPCHD receives a notice of need for public health response to an incident within Pierce County. | Joby Winans |
| Decrease rates of key communicable diseases | Increase the percent of ten key communicable diseases for which the trend in incidence rate is flat or decreasing from 38% to 50% by 2014. | Nigel Turner |

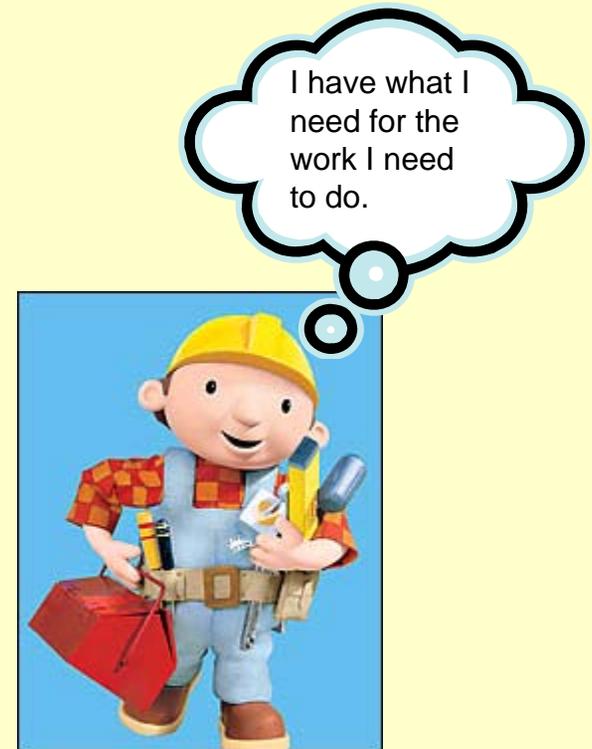
Quality Improvement Council

- Horizontal representation
- Senior management
- Led by Director
- Assessment staff = coordinator



QI Training & Tools

- Just-in-time training for QI project teams
- Performance measures training
- QI Council training on QI concepts
- QI concepts staff can use in daily work

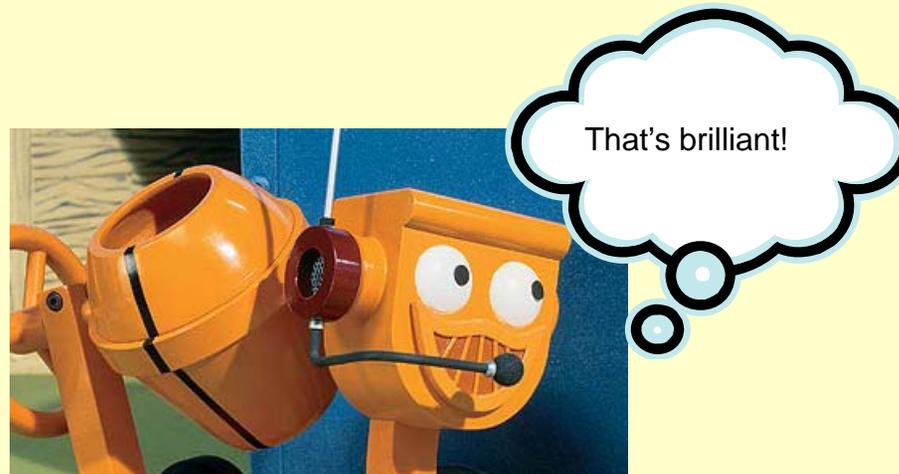


Lessons Learned by the Builders



QI Infrastructure

- Must have director and other senior management leading the initiative.
- Assessment staff is an excellent resource.
- Start small; get people excited about a single project.
- Celebration of successes is important.



QI Activities

- Critical to make data/reporting meaningful to staff.
- Performance measures:
 - More is not better.
 - Resource level declines after the first data reporting period.
 - Staff need lots of practice/training to develop good performance measures.
- RCI/QI projects:
 - Quality planning is more appropriate than QI for some projects with long-term outcomes.

Results of QI Initiative

- Most performance measures at department- and business unit-level achieved their stated target.
- Improvements sustained for RCI/QI projects.
- Health indicator projects met 100% of annual performance measures.
- Funding & staffing for QI has increased.



Good bye, folks!

Thanks for listening!



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