



# Quality Improvement

What Does It Look Like in the  
Washington State Department of Health?

# Performance Management System



# Quality Improvement Organizational Structure

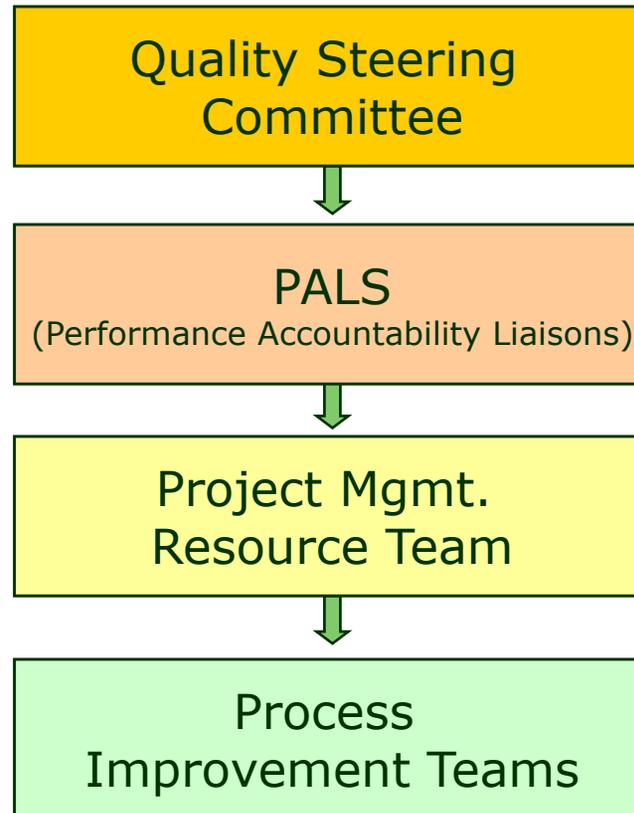
## Quality Steering Committee

Primary responsibilities include:

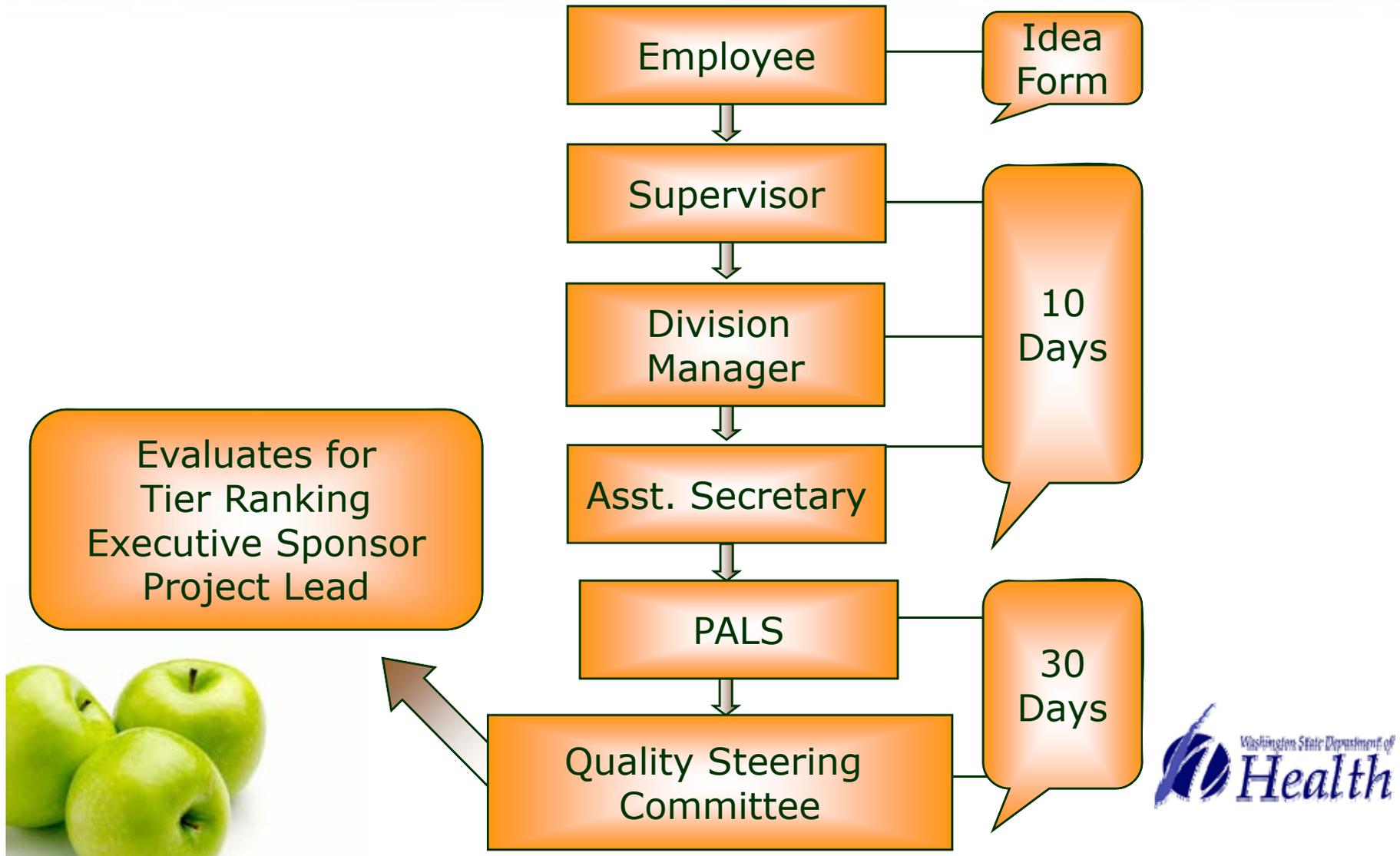
- Reviewing and approving the agency QI plan annually.
- Encouraging and fostering a supportive QI environment.
- Championing QI activities, tools and techniques.
- Selecting and supporting agency QI projects



# Quality Improvement Organizational Structure



# Evolution of a Quality Improvement Idea



# Process Improvement Team: Roles & Responsibilities



Team Sponsor



Process Owner



Team Leader



Coach/Facilitator



Team Members

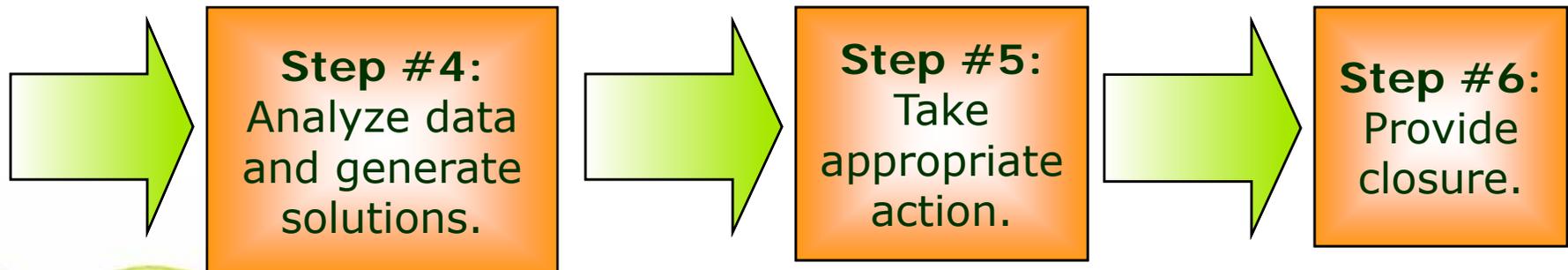


# Quality Improvement Team Begins

- Project Lead and executive sponsor identifies team members.
  - Cross agency.
  - Idea originator.
- Project Lead identifies team needs.
  - Facilitator.
  - Baseline development.
  - Benchmarking.
- Project Lead and team members complete a charter and action plan.
  - Identifying the expected outcomes.
  - Timelines.



# The Quality Improvement Process



# Monitoring

- Project Lead informs Executive Sponsor of their progress.
  - Monthly
- Project Lead updates project status with PALS/Quality Steering Committee.
  - Quarterly.
- Project Lead/division updates Senior Management in HealthMAP
  - Quarterly.
- Project Lead completes the Action Plan Results and sends to the Performance & Accountability Office
  - Upon completion of project and its outcome measurements
- Re-visit and evaluate.
  - One year later.



# Celebration!

- Recognition activities scheduled by appropriate Executive Sponsor in coordination with the Performance and Accountability Office.
  - Strut Your Stuff.



# Communication

- Share progress, challenges, and successes for quality improvement projects in quarterly HealthMAP sessions.
- Provide updates to division staff through PALS.
- Communicate program performance targets and achievements to staff and customers in monthly DOH newsletter articles.



# Communication

- Performance and Accountability Web page.
- One page question and answer handout.
- Showcase projects in lobby on the Quality Improvement Wall of Fame.



# Examples

- Customer Satisfaction Process.



# Questions?

