

Northwest Center for  
Public Health Practice

UNIVERSITY of WASHINGTON



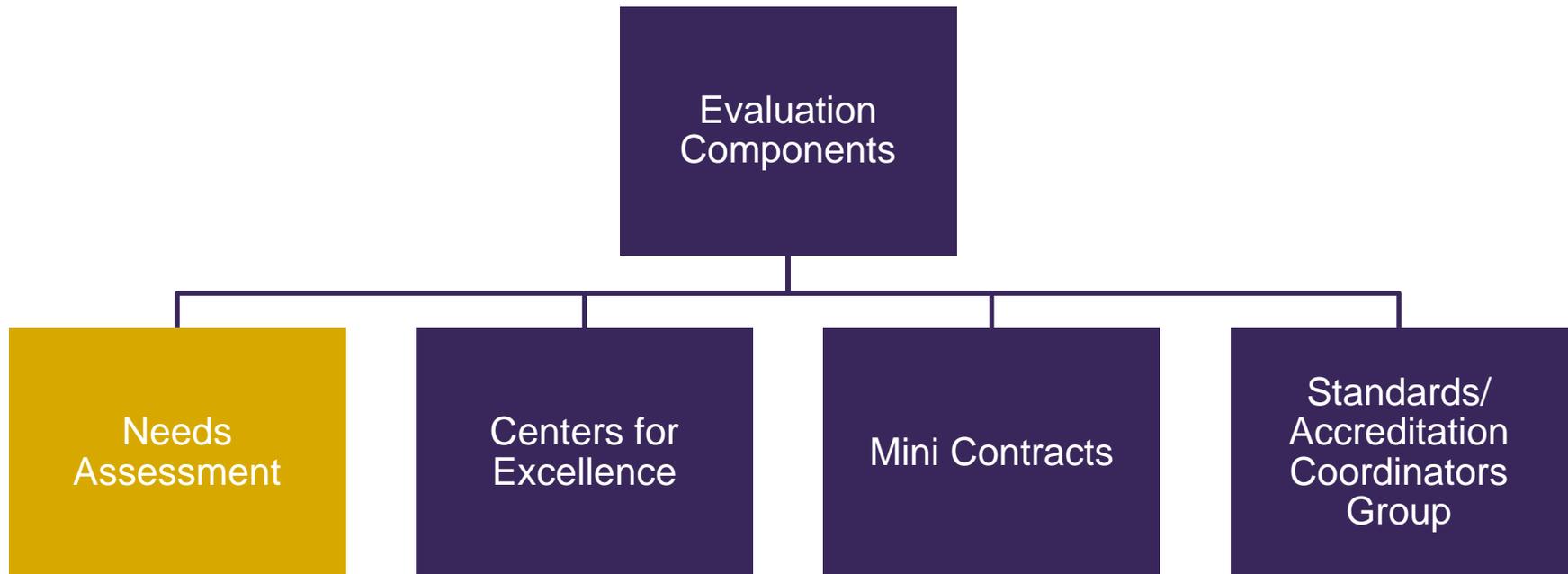
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Dacey Storzbach, MPHc



SCHOOL OF PUBLIC HEALTH

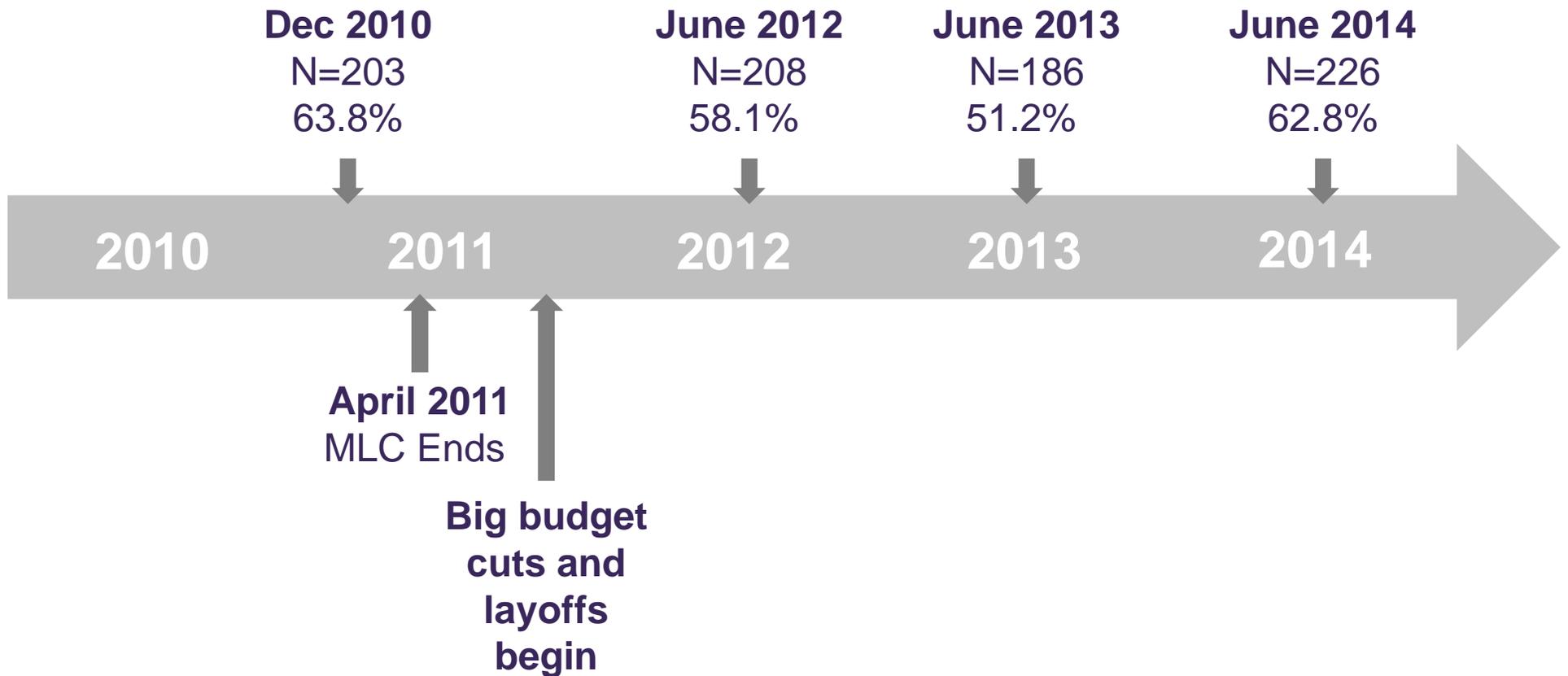


# Four Years of Data



# Evaluation Timeline

## Needs Assessment



# Evaluation Questions: Needs Assessment

- Impact of training
- Experience conducting quality improvement (QI) projects
- Interest and commitment to QI



# Impact of Training

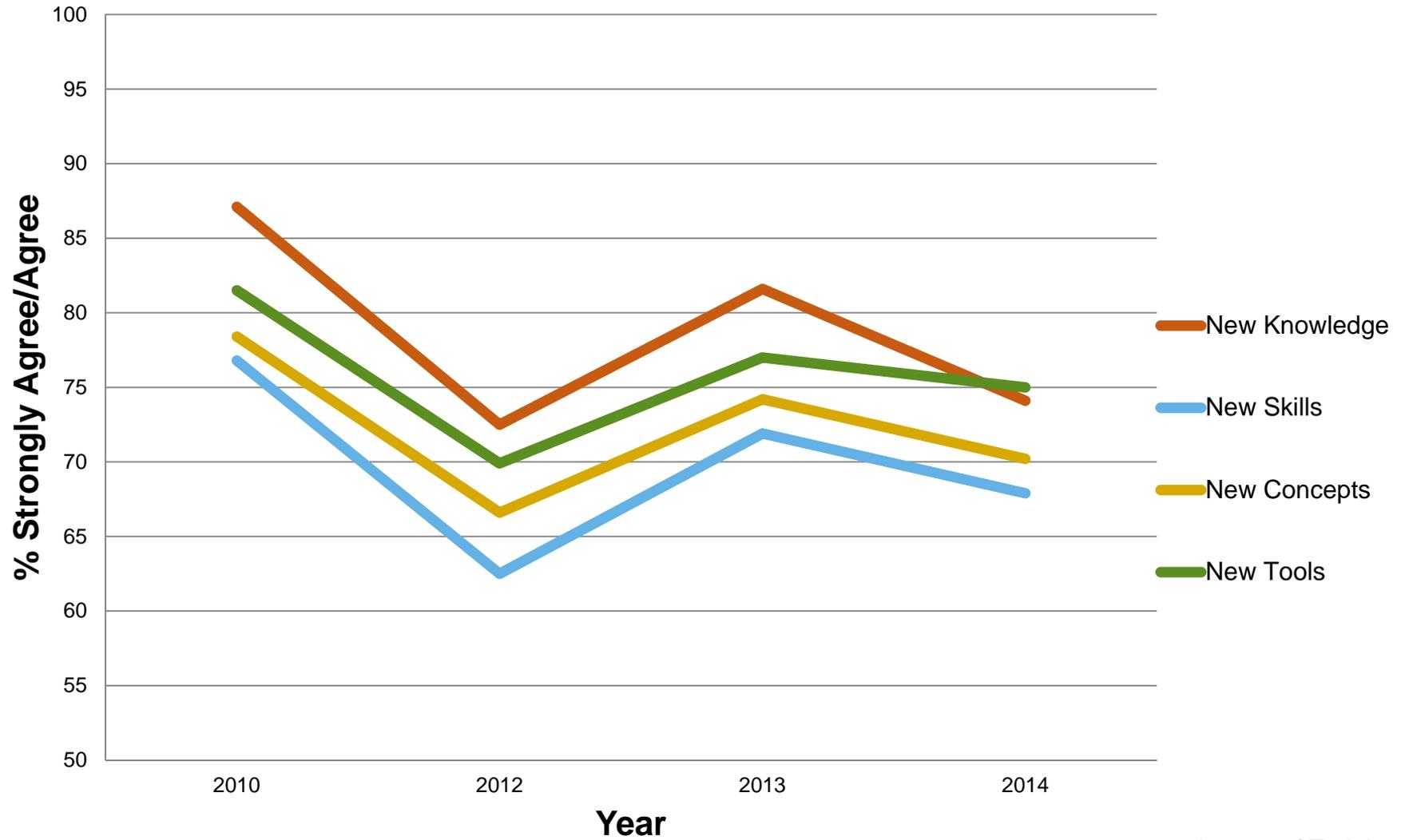
Knowledge, Skills, Tools

Application

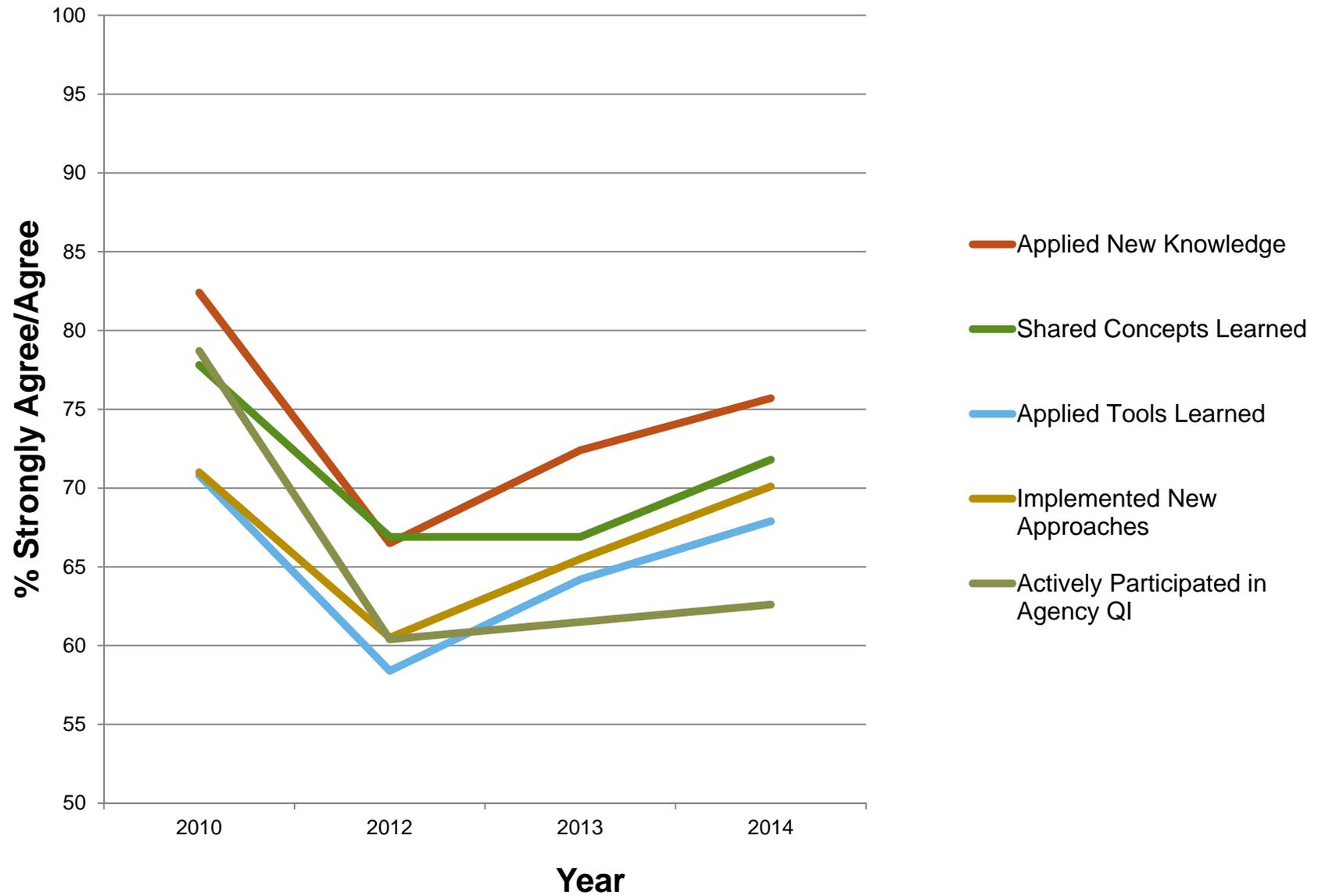
Knowledge Sharing

Helpers & Barriers

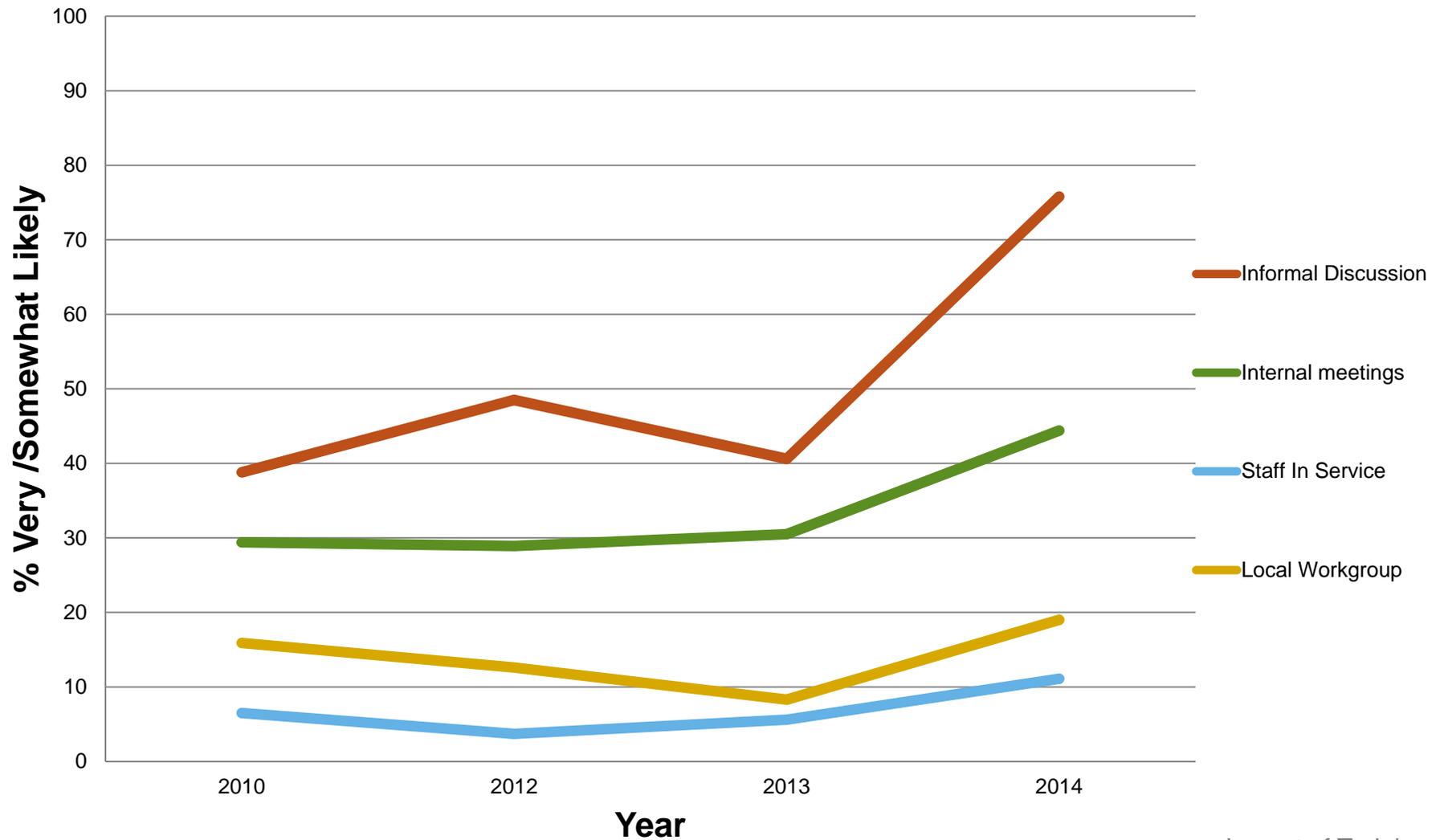
# What was Gained?



# How was it Applied?



# How is QI Knowledge Shared?



Impact of Training

# Helping Factors and Barriers



Leaders, Leaders, Opportunities, Staff



Workload, Capacity, Funding, Staff



# Experience Conducting QI Projects

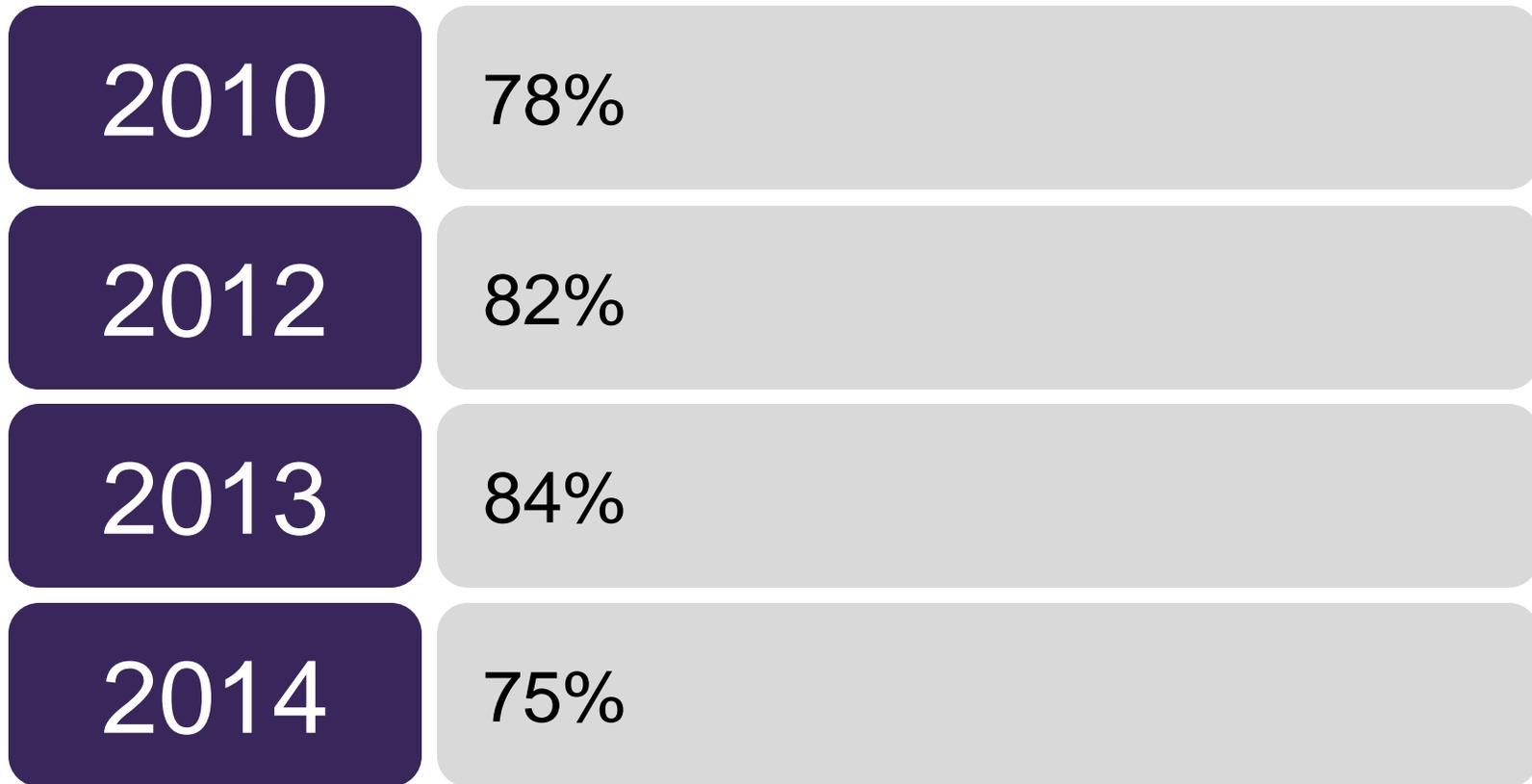
Projects

Tools Used

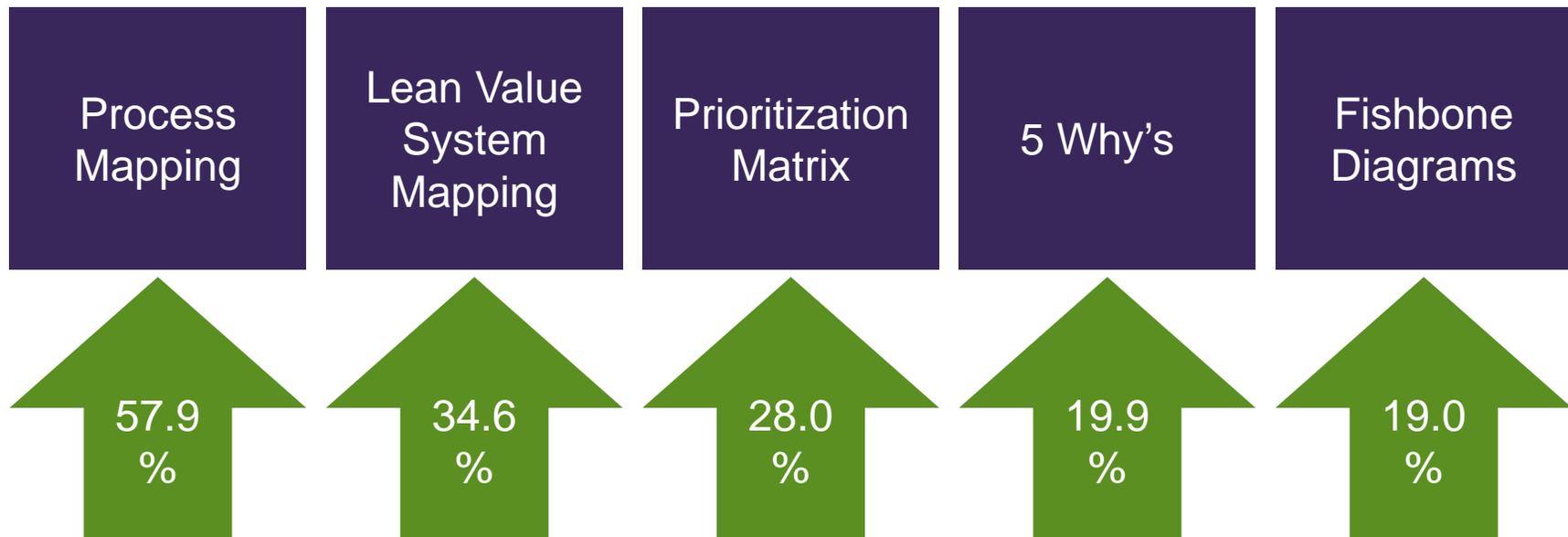
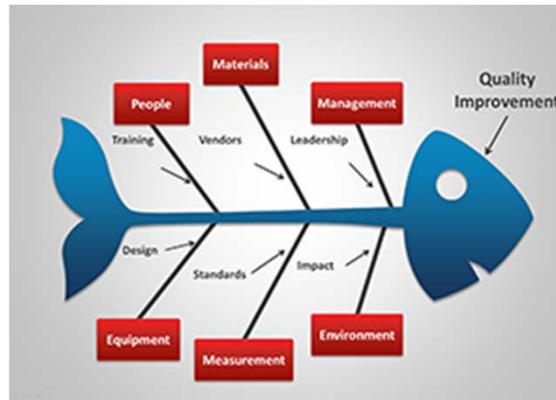
Senior Management Support

Resources to Sustain QI Project Activities

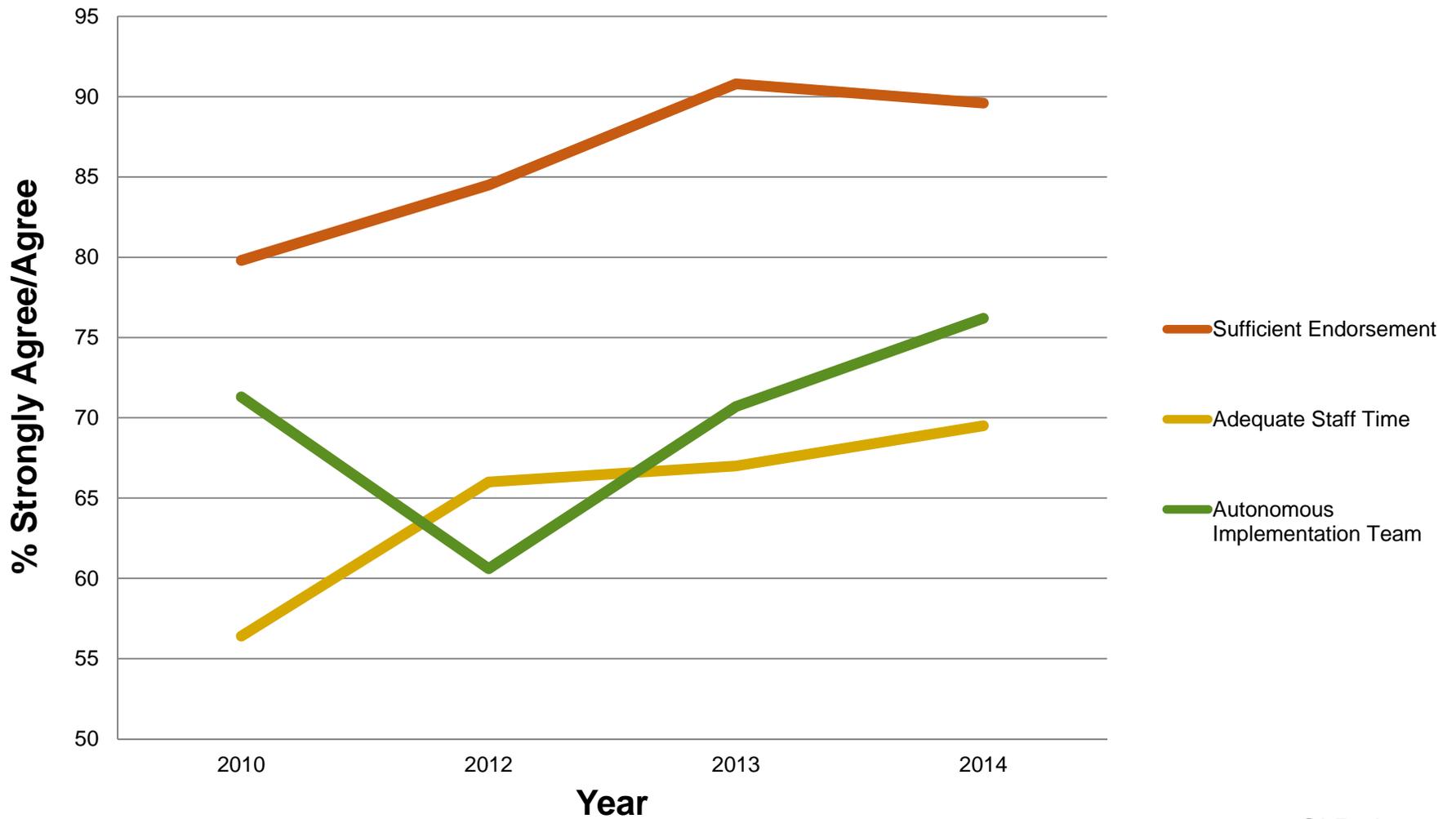
# Implemented QI Projects



# I've Got Tools Now!

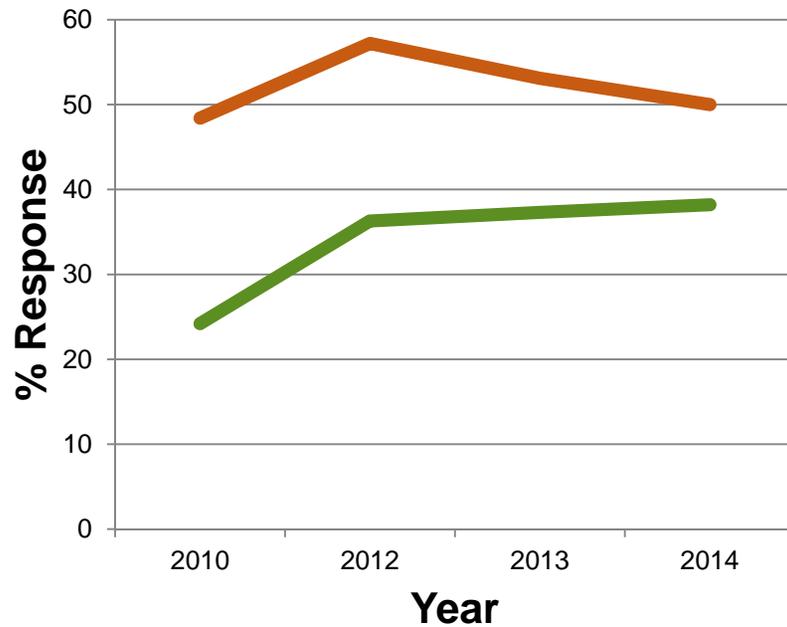


# Senior Management Project Support



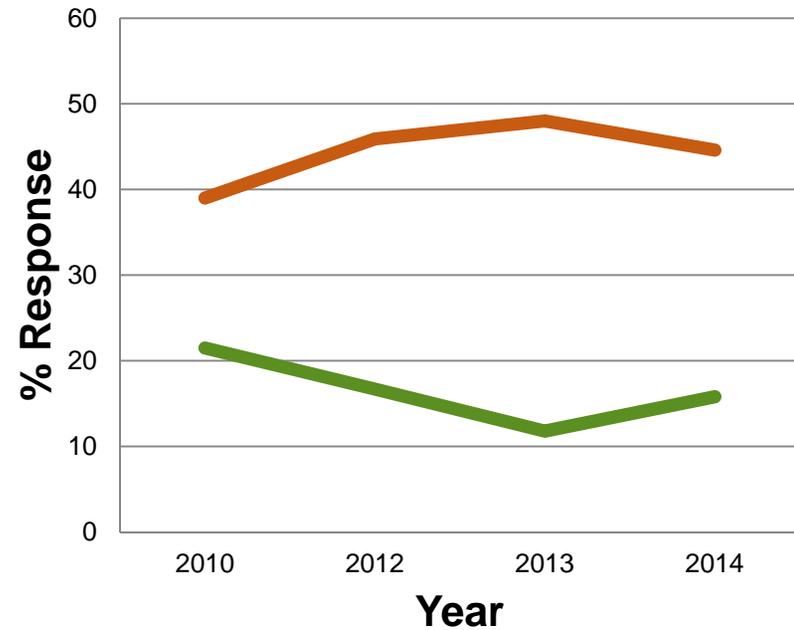
# Agency QI and Performance Management Process

## QI Process



— Fully or Partially Implemented Department-Wide  
— Fully or Partially Implemented for Specific Programs

## Formal Performance Management System



— Fully or Partially Implemented Department-Wide  
— Fully or Partially Implemented for Specific Programs

QI: Interest and Commitment

# Qualitative Responses

“...The biggest gap I see is how we implement the information locally--we still seem to be piecing it all together. We have lots planned for 2014 and I'm eager to see if we can coordinate it all....”

“Quality improvement is inherent in everything that we do, but we lack the resources or the staff time for in depth quality improvement activities. Our QI is informal and continual.”

“...Funding is going to meet state public health mandates...It is not adequate to support QI functions.”

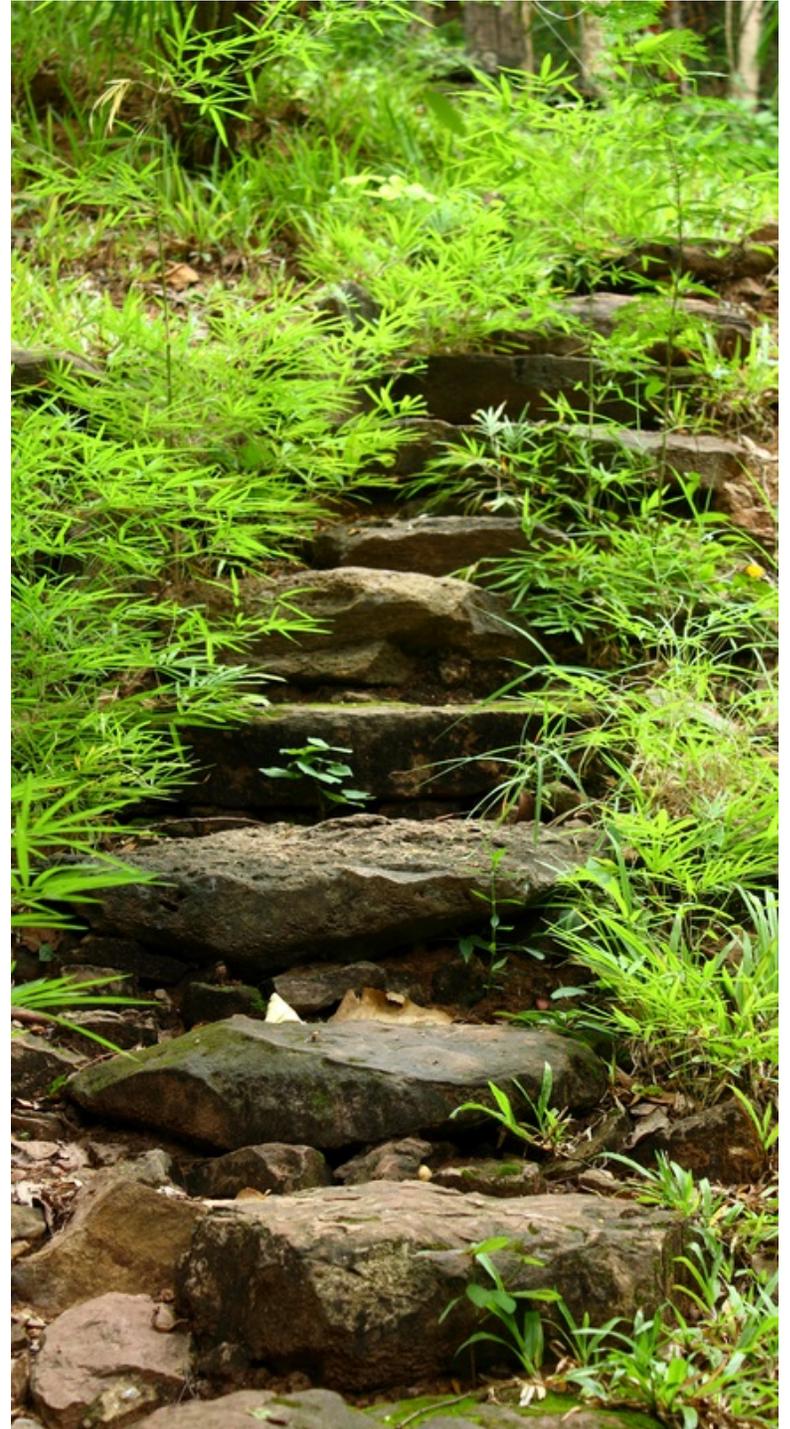
# Centers for Excellence

- High technical assistance use
  - 76% contacted 1-5 times
  - 13% contacted 6-11 times
  - 4% contacted 12-17 times
  - 7 % contacted 18 + times
- Satisfaction increased to 95.5%
- CFE involvement provides credibility
- Keep projects on track



# QI Sustainability

- Public health staff optimistic about sustainability
- More QI Tools
- Staffing shortage to carry out
- Support of QI culture and community vital
- QI at the program level slightly increasing while slightly decreasing at the agency level





# Questions?

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