

2010-2011 Standards Review
Agency Quality Improvement Plan

LHJ name: Pacific County Public Health and Human Services Department

Title of project: 24/7 contact list for emergency notification of providers

Lead staff: Cory McKeown/Mary Goelz

Start date: October 3, 2011 Complete date: February 28, 2012

Overall goal for project: Create policy to assure that our 24/7 contact list is updated, at a minimum, every six months.

1. a. What is the identified issue that you would like to work on? Our department is in need of a policy that assures we have an updated and accurate list of providers that need to be notified in case of a public health emergency or communicable disease outbreak. We currently have no policy outlining this process.
- b. How did you determine that this was an issue (background)? Through the 2010 Standards Review process.
- c. What quality improvement tools did you use to identify the problem? (See referenceⁱ) not applicable, identified during the review process.
2. What is your specific objective and timeframe for improving the identified area? This should be your one overall objective for the project and should be SMART: Specific, Measurable, Achievable, Realistic, and Time bound. (See example and referenceⁱⁱ)

<u>Specific</u>	<u>Measurable</u>	<u>Deliverable</u>	<u>Realistic</u>	<u>Time-bound</u>
<i>(verb, e.g. increase)</i>	<i>(what you are improving)</i>	<i>(by how much, e.g. by 10%)</i>	<i>(by when, e.g. by Nov. 30th)</i>	<i>(to do what- health outcome, e.g. decrease preventable disease)</i>

Type yours here: Our objective is to put into a place a policy by February 28, 2012 that ensures we update our 24/7 provider contact list for providers in Pacific County and surrounding areas so that we are able to notify them in case of a public health emergency or communicable disease outbreak in a timely manner which will assist in decreasing the spread of communicable disease.

3. a. What activities are you considering for improvement? Create new policy that will ensure we have a process in place to update our 24/7 contact list for providers.
- b. What QI tools will you use to work on project? (See referenceⁱⁱⁱ) 2009 WA State Public Health Standards, I.1.1L

ⁱ QI tools or methods for identifying a problem could include logic models, work plans, data analysis, or from resources listed:

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ⁱⁱ QI tools or methods for improving a problem could include conducting a Plan, Do, Check/Study, Act (PDCA/PDSA) cycle or Rapid Cycle Improvement (RCI) project, Business Process Analysis (BPA), pre/post evaluation, or from resources listed in i

ⁱⁱⁱ 2009 WA State Public Health Standards, 9.1.3B

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LHJ name: Pacific County Public Health and Human Services Department

Title of project: Review and update of HIPAA and Confidentiality Policy

Lead staff: Mary Goelz

Start date: October 3, 2011 Complete date: February 28, 2012

Overall goal for project: to Review and update the HIPAA policy for our health department as necessary. We also will be determining the required elements of a confidentiality policy to assure that we are providing our clients with the highest level of care possible.

1. a. What is the identified issue that you would like to work on? 'We currently review what the confidentiality and HIPAA policy is with our staff on an annual basis but have not reviewed the policy for the potential need to update the policy.
- b. How did you determine that this was an issue (background)? Through the 2010 Standards Review process.
- c. What quality improvement tools did you use to identify the problem? (See referenceⁱ) Reviewed the Standards detailed agency report as an executive team.
2. What is your specific objective and timeframe for improving the identified area? This should be your one overall objective for the project and should be SMART: Specific, Measurable, Achievable, Realistic, and Time bound. (See example and referenceⁱⁱ)

<u>Specific</u>	<u>Measurable</u>	<u>Deliverable</u>	<u>Realistic</u>	<u>Time-bound</u>
<i>(verb, e.g. increase)</i>	<i>(what you are improving)</i>	<i>(by how much, e.g. by 10%)</i>	<i>(by when, e.g. by Nov. 30th)</i>	<i>(to do what- health outcome, e.g. decrease preventable disease)</i>

Type yours here: Our objective is to review and update the HIPAA policy for Pacific County Health Department by February 28, 2012 so that our department is able to assure compliance with the HIPAA rules and regulations and to assure that we are providing the highest level of service for our clients. We will also research the required elements of a Confidentiality Policy and update our policies as needed.

3. a. What activities are you considering for improvement? Review and update the HIPAA policy.
- b. What QI tools will you use to work on project? (See referenceⁱⁱⁱ) 2009 WA State Public Health Standards, A.1.2.L

ⁱ QI tools or methods for identifying a problem could include logic models, work plans, data analysis, or from resources listed:

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ⁱⁱ QI tools or methods for improving a problem could include conducting a Plan, Do, Check/Study, Act (PDCA/PDSA) cycle or Rapid Cycle Improvement (RCI) project, Business Process Analysis (BPA), pre/post evaluation, or from resources listed in i

ⁱⁱⁱ 2009 WA State Public Health Standards, 9.1.3B