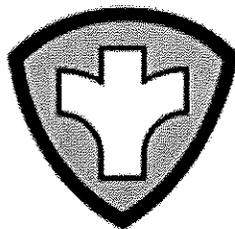


**POLK-NORMAN-MAHNOMEN
COMMUNITY HEALTH SERVICES**

**QUALITY IMPROVEMENT
PLAN**

Approved on: January 16, 2015

**Polk County Public Health
Norman-Mahnomen Public Health**



Public Health
Prevent. Promote. Protect.

Table of Contents

	Page No.
Purpose	3
Structure	3
Training	4
Project Identification	4
Goals, Objectives and Measures	5
Communication Plan	6
Monitoring	6
Signature Page	7
Attachment A	8

Purpose:

In 2010, Polk County Public Health (PCPH) received a Minnesota Department of Health grant to initiate their Quality Improvement team. The result of this grant led to the establishment of a sustainable Quality Improvement (QI) team that continues working on internal QI processes. On January 1, 2013 PCPH and Norman-Mahnomen Public Health (NMPH) came together to form Polk-Norman-Mahnomen (PNM) Community Health Services (CHS). As a result of this merger, PNM directors identified staff to lead QI and work to improve our processes and health outcomes in a systematic manner utilizing the input and strengths of staff, leadership and the community.

The purpose of the QI plan ensures services provided are meeting the needs of our communities in alignment with our vision, mission and strategic plan.

Structure:

PNM Community Health Board (CHB) serves as the quality steering committee at the executive level providing agency oversight for quality improvement across the PNM CHS. Primary responsibilities include review and approval of the CHS QI Plan and supporting a QI environment as well as delegating specific QI activities to each agency director for implementation.

PCPH and NMPH departments are responsible for their agency QI team at the operational level. Each agency director charges their QI council with carrying out QI activities and project oversight to strengthen QI and performance management in each agency.

Each agency's QI team:

- Consists of membership representing a cross section of each agency
- Meets at least quarterly
- Maintains knowledge of the current QI plan
- Selects a Leader, Facilitator, and Scribe
 - The Leader will call the meetings, prepare the agenda, email the minutes, and lead the meeting
 - The Facilitator will keep the focus on the established agenda and be the time keeper for the meeting
 - The Scribe will document member names attending each meeting and record minutes

- Promotes continuous QI culture throughout the agency
- Participates and conducts QI trainings for staff
- Establishes a QI selection and review process
- Reviews, supports and provides assistance with QI processes

All Agency Staff:

- Participate in QI training
- Identify, initiate and participate in QI processes
- Incorporate QI concepts into daily work
- Review and analyze data collected as needed
- Promote continuous QI culture throughout the agency

Training:

Each year staff report QI training needs to the QI team. Training will be created to meet these identified needs and to advance QI knowledge, skills and practices in the agency. QI team members will have opportunities for advanced training such as conferences, webinars and other online resources. The QI team will be expected to provide updates and trainings at staff meetings and participate in new employee training.

QI team members will be required to review the following information during new employee orientation:

- QI Orientation
- PNM CHS QI Plan
- Minnesota Department of Health Office of Performance Improvement website www.health.state.mn.us/divs/opi

Just in time training on QI tools will be provided by QI team members to staff prior to project implementation.

New members of PNM CHB will receive information on the PNM CHS QI plan and activities as part of their new board member orientation.

Project Identification:

QI projects will be identified by each agency and approved by the individual agency's QI team unless the project is a joint PNM QI project. Joint PNM QI projects will be identified by agency directors and QI leaders. Project proposals will have priority if they are data driven, aligned with the strategic plan or not

meeting public health standards. The leader will monitor activities that are high-risk, high-volume or problem prone.

Information about the prospected project will be identified by the Quality Improvement Project Proposal form (see Attachment A).

Goals, Objectives & Measures:

Goal 1: Establish a joint PNM CHS QI Plan based on organizational policies and the Strategic Plan.

Objective: Develop an annual agency QI plan to increase staff knowledge, skills and abilities of QI, supports implementation of QI tools and achievement of Public Health Accreditation.

Measure: PNM CHB approval of QI plan by January 31st, 2015.

Key Strategies:

1. Creation of CHS QI draft by agency QI leadership by October 31st, 2014
2. Review of QI draft by agency directors by November 30th, 2014
3. Approval by P-N-M CHB by January 31st, 2015
4. Submission of the P-N-M CHS QI Plan to the Minnesota Department of Health by March 31st, 2015

Goal 2: Demonstrate staff participation in quality improvement methods and tools training.

Objective: Provide an adequate level of QI training to all staff including:

- QI and Accreditation Overview
- Plan, Do, Study and Act process and project selection
- Aim Statements
- Flowcharts
- Root Cause Analysis (5 Why's, Cause and Effect Diagrams, Force Field Analysis)
- Development of storyboards
- Data collection and analysis

Measure: Train 100% of PNM staff on QI Tools and QI processes as outlined in the QI Plan.

Key Strategies:

1. QI Leadership will create and maintain a training log of staff that have participated in QI Training.
2. All staff will participate in completing an evaluation of the effectiveness of the training/presentation.
3. QI Leadership will assure that new employees receive QI training within six months from date of hire.

Communications Plan:

The QI team will communicate the annual QI plan, evaluation and update, activities and progress to public health staff, local board of health, county boards, and PNM CHB.

The local public health department agency directors will ensure that QI is a standing agenda item for monthly agency staff meetings.

The QI team will notify all staff via email upon completion of significant QI project milestones and overall QI projects.

QI team leadership will include QI activities in PNM CHB Accreditation update newsletters.

Monitoring:

The PNM QI Plan will be reviewed annually to ensure alignment with the Strategic Plan, National Accreditation Standards and the Minnesota Local Public Health Assessment and Planning Process.

Effectiveness will be measured through the results from employee QI maturity surveys and progress toward meeting goals and objectives and results of future QI projects.

Description of QI reporting and progress updates can be revised upon staff input.

Polk-Norman-Mahnomen Community Health Board
Quality Improvement Plan

Approved this 16th day of January, 2015.

<u>Karen Ahmann</u>	<u>1-16-2015</u>
<u>Janice Jensen</u>	<u>1-16-2015</u>
<u>Steele</u>	<u>1-16-2015</u>

Attachment A - Quality Improvement Project Proposal

To initiate a quality improvement idea or project, complete this submission form. Submission forms can be emailed to any quality improvement committee member and will be reviewed by the quality improvement team. Please consider if this will be a county-wide or CHS project.

Idea/Project:
Employee Name:
Explain the gap in service, efficiency or process targeted for improvement (what is the problem?):
What have you tried and/or what are you trying to accomplish? OR What is the desired result? (Example: Reduced Turn Around Time)
What kind of improvement will result? (Check all that apply) <ul style="list-style-type: none"><input type="radio"/> Enhanced Employee Performance<input type="radio"/> Improved Teamwork and Communications<input type="radio"/> Improved Use of Resources<input type="radio"/> Improved Working Conditions and Employee Morale<input type="radio"/> Increased Efficiency<input type="radio"/> Improved Quality of Services<input type="radio"/> Increased Safety<input type="radio"/> Reduced Cost<input type="radio"/> Reduced Waste<input type="radio"/> Satisfied Customers/Stakeholders<input type="radio"/> Other:
Which of the six areas of public health responsibility does this QI project align with? (Check all that apply) <ul style="list-style-type: none"><input type="radio"/> Assure an adequate local public health infrastructure<input type="radio"/> Promote healthy communities and healthy behavior<input type="radio"/> Prevent the spread of infectious disease<input type="radio"/> Protect against environmental health hazards<input type="radio"/> Prepare for and respond to disasters and assist communities in recovery<input type="radio"/> Assure the quality and accessibility of health services