

Quality Improvement

Project Participants: Gallia, Hocking, Jackson, Lawrence, Meigs, Perry, Pike, Scioto, Ross, and Vinton Counties and Portsmouth City Health Departments

This project was made possible by the Ohio Department of Health (ODH) with funding from the Ohio Department of Higher Education (ODHE) as part of the Ohio Local Public Health Accreditation Support Project.

Quality improvement Training

This was a collaborative effort of the health departments listed above. Each Health Department received both in person training and technical assistance from the OSU College of Public Health Center for Public Health Practice. Each Health Department received 8 hours of (group) training in Columbus and 6 hours of individual technical assistance.

Why Was it Selected?

Quality Improvement was selected because everyone involved agreed that it was the logical next step having just completed Performance Management training.

- None of the Health Departments in the group had attempted to do QI in the past.
- None of the Health Departments had staff that were trained to do QI.
- No matter where each Health Department was in the Accreditation process, all agreed that QI was the next step toward a good PM / QI plan.

What We Did

In person training was provided January 22, 2018 by from the OSU College of Public Health Center for Public Health Practice. Kathy Lordo was assigned to provide technical assistance.

What We Made

Each Health Department came away with varied degrees of understanding of Quality Improvement and how to implement it. Persons trained in the in-person sessions were able to take the lessons learned back to their respective Health Departments and train the rest of the staff.


- Ross County established a QI committee and developed a QI plan which they submitted to the Board.
- Vinton County chose to use the Lean Ohio model and developed a story board to show the process.
- Portsmouth City used Kathy’s guidance to go back to their original plan and combine Performance Management and Quality Improvement.



Ross County Health District Quality Improvement team during the in-person QI training.

Lessons Learned

- Staff time hard to dedicate towards plan development and TA in addition to daily required activities.
- Time frame window to use the peer coach contract for 4hs of TA was unable to be utilized.
- Ross County time and contractor TA time was unable to coordinate due to the limited time frame and deadlines.
- Was unable to utilize the remaining 4 hours of contract TA (Peer Coach TA) by the May 31, 2018 deadline.
- Communication made to TA provider (Kathy Lordo) but was unable to find a date and time to complete TA hours by deadline.
- Portsmouth City Health District decided that their original plan of combining PM & QI was a good choice.

Vinton County Kaizen Event Summary		
<div>Program Area: Project Title: Team Members: Project Start:</div>		
Opportunity for Improvement (Define) Here you will define the problem area that you are evaluating for improvement. Goals for Future State (Measure) Here you state the goals you wish to achieve Observations of Current State (Analyze) Here you will state what the current process includes Recommendations for Future State (Analyze & Improve) Issue: Input the identified issues SOLUTION: Input the identified solution to the named issue Issue: SOLUTION: Issue: SOLUTION: Issue: SOLUTION:	 You can add more issues and solutions if you need them. But also you should add some type of comparison of where you are currently and what you have moved it too. For instance if the process you were improving is to decrease the wait time in clinics, you would create a chart showing how many clients served in the clinic displayed and the average wait time before the process improvement and the average wait time after. This is where you get to brag about how well the team did on improving the process, do not shortchange yourself Tools Used Here you will describe what tools you used to identify the solution to the issues and to improve the process. Feel free to insert pictures of the tools that were used, or the process mapping.	Benefits of Future State (Improve) Here you will list the benefits to improving the process or program Lessons Learned This is the lessons learned in this specific Kaizen Event meeting, not necessarily about the process that was improved, but the team’s process of working thru this particular project Control Here you will discuss how you will sustain the gain