



Quality Improvement Team Meeting
August 4, 2015 10-11:00 am

310 S. Main St. Bellefontaine, OH 43311
PH:937-592-9040 Fax:937-592-6746

1. Time Sheet Subgroup

- Simplification of the second page
- In/out sign in will be discontinued on this page
- Comp time earned will remain
- Home Health; will keep "request to be paid outside regular hours" will remain
- Four sections down to two
- Leave requests will be kept separate

2. Future "to do list"

- Present to leadership approval of in/out used only on front sheet
- Use note section for anything unusual
- Discontinue lunch line
- Check with Barnstorm about in/out
- Leica McGill working with Barnstorm to create HH only may not be needed
- Will proceed in HH w/LCHD timesheets for now with no changes in Barnstorm yet.

3. WIC

- New survey began 8/3/15
- 100 responses and then discontinue
- Run August-September

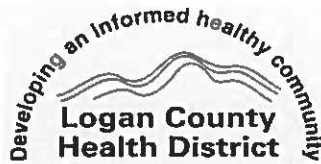
4. Performance Management

- Two components; First, spread sheet (dashboard) to track performance of goals (Strategic planning goals and CHIP goals for LCHD) Each unit will choose 2 goals for improvement (positive and realistic) Donna will met with each unit to orient and to determine goals.
- Second; what system to use; see "Creating a learning environment for staff and a culture focused on our customer" and dashboard
- Will present to leadership for approval

5. Q/I plan for LCHD Strategic Plan

- OSU has template for how we conduct and general format
- Q/I for LCHD
- Q/I Council; story board for time sheet project and each project

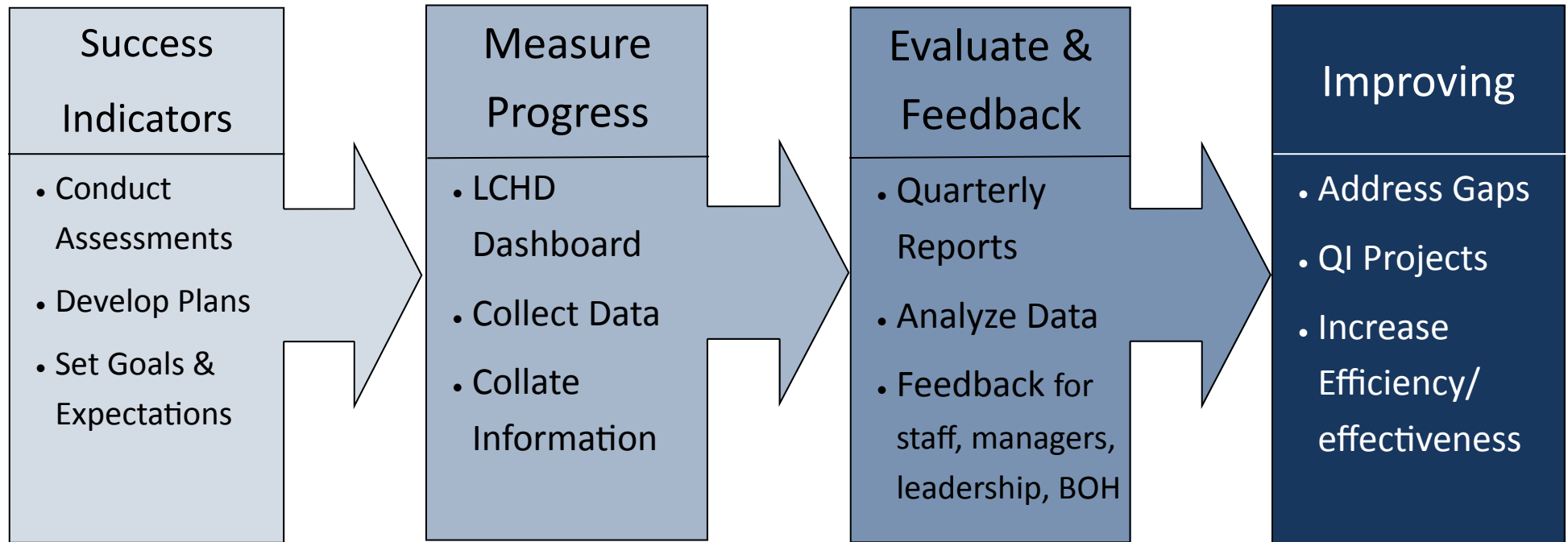
Next meeting: 9/1/15@ 10:30



310 S. Main Street, Bellefontaine, Ohio 43311

| | | | |
|-------|--|---------------------------|-------------|
| Title | Domain 9, QI & PM team | | |
| Date | Tuesday, August 4, 2015 10:00 a.m. to 11:30 a.m. | | |
| | Name | Signature | Department |
| | Brenda Landis | <i>Brenda Landis</i> | Home Health |
| | Christina Bramlage | <i>Christina Bramlage</i> | WIC |
| | Donna Glunt | <i>Donna Glunt</i> | Admin |
| | Kelly Reaver | <i>Kelly S Reaver</i> | PH |
| | Leigh Barnes | <i>Leigh Barnes</i> | Home Health |
| | Matt Stonerock | <i>Matt Stonerock</i> | Enito |
| | Kay Schroer | <i>Kay Schroer</i> | Admin |
| | Leica McGill | | |

Creating a Learning Environment for Staff & a Culture Focused on our Customer



• Data Driven Decisions

• Refined Policies

• Managed Change

Performance Management System

How are we doing? Why are we doing what we are doing? What should we be doing? Does it meet the needs of our customers? How can we improve? Using measures to drive a culture focused on our customer base.

Step 1: Success Indicators - Establish indicators to help track organizational capacities, processes & outcomes using:

- **Assessments** - Community Health Assessment (CHA)
- **Plan** - Community Health Improvement Plan (CHIP) sets goals & objectives based on needs identified in CHA for the public health community as a whole
- **Strategic Plan** - using CHA & CHIP, set goals & objectives for the health district specifically
- **Division Goals** - developed by each division

Step 2: Measure Progress - ongoing monitoring & reporting of program accomplishments, progress toward goals or targets

- Develop LCHD PM dashboard system utilizing objectives in Step 1 - Division goals, CHIP & Strategic Plan
- Collect data monthly or as determined
- Collate information

Performance Management Framework

Step 3: Evaluate and Feedback - intentional sharing & monitoring of success indicators & outcome results

- Regular quarterly reporting cycle
- Analyze data collected & document results of progress toward or away from performance measures
- PHAB Standards & Measures - identify gaps and areas to improve
- Share report with staff, leadership entities, Board of Health, and/or advisory group

Step 4: Improving - move towards improvement

- Determine the extent of progress. If not enough progress consider initiating QI process to make changes.
- Data driven decisions
- Refine policies
- Manage change
- Create a learning environment

Logan County Health District Performance Management Dashboard



Health District Mission:

The Logan County Health District champions a safe, healthy community.

Health Commissioner

Boyd Hoddinott, MD

Email:

boyd.hoddinott@odh.ohio.gov

| Health District Divisions | Programs | Performance Measures On: | | | LCHD Performance Measure Summary |
|-----------------------------|--------------------|--------------------------|--------|-------|--|
| | | Red | Yellow | Green | |
| Administration | Clinics | 0 | 0 | 0 | <p>Red 0%</p> <p>Yellow 0%</p> <p>Green 100%</p> |
| | W.I.C. | 0 | 0 | 0 | |
| Nursing/Public Health | Outreach | 0 | 0 | 1 | |
| Environmental Health | Infectious Disease | 0 | 0 | 0 | |
| Education | | | | | |
| Return to Primary Dashboard | | | | | |
| Totals | | 0 | 0 | 1 | |