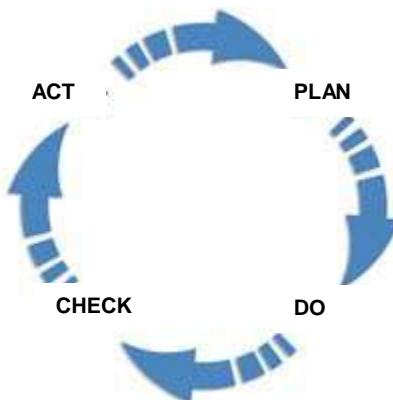


Quality Improvement Plan Central Valley Health District



Drafted: November 1, 2012

Reviewed by the Quality Improvement Team:

I. Scope and Structure

A. Mission

Quality Improvement (QI) is an integrative process that links knowledge, structures, processes and outcomes to enhance quality throughout an organization.¹

The mission of Central Valley Health District is: Mission: Prevent, promote, and protect for optimal community health.

Our Vision: To be the healthiest community to live, learn, work, and play.

Core Values:

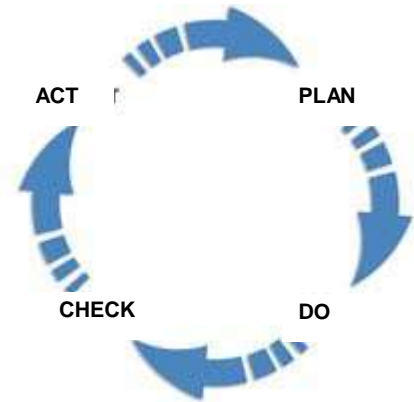
- **Collaboration** - Working with other facilities and services in the community to promote optimal health
- **Respect** - Embrace the dignity and diversity of individuals, groups, and communities
- **Science** - Support and promote evidence-based practices
- **Teamwork** - Working together to share purpose and common goal
- **Excellence** - Achieve the highest quality in what we do
- **Innovation** - Integrating new ideas and technology into practical processes to improve our effectiveness
- **Prevention** - Using knowledge to prevent disease and injury and make smart decisions to stay healthy

Actions and decisions by the QI Team will be compared against the mission statement to evaluate if the actions and decisions of the QI team are consistent with the intent of the mission.

B. Quality Improvement Principles

The CVHD QI Team will guide and evaluate the QI process by:

- Providing committed leadership
- Developing the annual QI plan and establishing a calendar for QI activities
- Identifying processes that need improvement
- Developing team consensus on the root cause of a problem and on the plan for improvement
- Identifying, monitoring, and reviewing results from QI projects using the Plan Do Check Act (PDCA) cycle
 - Plan what to accomplish over a period of time and what needs to be done to get there
 - Do what is planned to do
 - Check the results of what was done to see if objective was achieved
 - Act on the information
- Annually evaluating and approving the QI plan
- Championing QI activities, tools and techniques
- Developing a strong customer focus – internal and external
- Encouraging and fostering a supportive QI environment
- Involving staff through encouragement, training, support, and celebration of accomplishments
- Mobilizing knowledge to improve decision making
- Providing a safe and efficient outlet for ideas at all levels



Use existing QI measures to monitor activities even without an active PDCA process

¹ National Committee for Quality Assurance

C. Organizational Structure

The QI Team is responsible for oversight of QI efforts and for promoting, training, challenging and empowering CVHD staff to participate in the processes of QI. Since the agency consist of about 25 full and part-time staff, all staff are encouraged to think of QI as they complete daily activities. Many of the positions are funded by categorical funding with built in QI measures (i.e. WIC, Family Planning, Title III, Emergency Preparedness). The team will encourage a more systematic way of reviewing QI activities and share results among the employees.

The QI Team is composed of key CVHD staff including:

- Unit Administrator
- Director of Community Health Services/PIO
- DON
- Emergency Preparedness and Response Coordinator
- Finance Director
- Program staff as appropriate

The QI Team meets at least quarterly and maintains records and minutes of all meetings. These minutes are then presented for review and acceptance by QI Team members. At least annually the QI Team will provide a report of the QI program to the Board of Health.

QI Team members will make every effort to come to consensus on issues requiring a decision. However, if consensus cannot be reached, the QI Team will make decisions by a majority vote.

D. Roles and Responsibilities

Unit Administrator:

- Convenes the QI Team
- Provides vision and direction for the QI program
- Allocates resources for QI programs and activities
- Reports on QI activities to the Board of Health
- Determines appropriate media outlets and messages to communicate selected QI results to the public
- Identifies appropriate Interdisciplinary Division staff to participate in QI projects
- Serves as a voting member of the QI team

Finance Director

- Oversees the development of the annual QI plan and QI program evaluation
- Requests review of specific evaluation activities or the implementation of QI projects
- Oversees the implementation of QI projects in Community Health Services
- Identifies appropriate Community Health Services staff to participate in QI projects

- Encourages Community Health Services staff to incorporate QI concepts into the daily work of the WAHD
- Participates in QI projects as requested
- Participates in QI training
- Serves as a voting member of the QI team

Director of Community Health Services/PIO:

- Maintains minutes of QI Team meetings
- Oversees the implementation of QI projects in Community Health Services
- Identifies appropriate Community Health Services staff to participate in QI projects
- Assists with the development of the annual QI plan and QI program evaluation
- Reports to the QI team on current QI projects in Community Health Services
- Encourages Community Health Services staff to incorporate QI concepts into the daily work of the WAHD
- Participates in QI projects as requested
- Participates in QI training
- Incorporates QI concepts into daily work
- Serves as a voting member of the QI Team

Emergency Preparedness and Response Coordinator:

- Oversees the implementation of QI projects in Environmental Health Services
- Identifies appropriate Environmental Health Services staff to participate in QI projects
- Assists with the development of the annual QI plan and QI program evaluation
- Reports to the QI team on current QI projects in Environmental Health Services
- Encourages Environmental Health Services staff to incorporate QI concepts into the daily work of the WAHD
- Participates in QI projects as requested
- Participates in QI training
- Incorporates QI concepts into daily work
- Serves as a voting member of the QI Team

DON:

- Oversees the implementation of QI projects at the Senior Center
- Identifies appropriate Senior Center staff to participate in QI projects
- Assists with the development of the annual QI plan and QI program evaluation
- Reports to the QI team on current QI projects in at the Senior Center
- Encourages Senior Center staff and volunteers to incorporate QI concepts into the daily work of the WAHD
- Participates in QI projects as requested
- Participates in QI training
- Incorporates QI concepts into daily work
- Serves as a voting member of the QI Team

Other Program Staff:

- Participates in QI projects as requested
- Participates in QI training
- Incorporates QI concepts into daily work
- Implements QI projects as requested

E. Establishing and Approving the QI Plan

The QI Team will establish a schedule for QI activities by developing a QI calendar detailing the QI project, specific staff responsible for completion of the project, date of project completion, date of project review by the QI Team and other additional information as appropriate.

Training in Quality Improvement methods will begin in January 2013. Following staff training, potential projects will be submitted to the QI team for review. The QI Team will then select the projects for inclusion on the QI calendar for completion by December 31, 2010. Chosen activities will be detailed in Section II: Quality Improvement Activities.

Annual WIC Survey

Annual FP Survey

Immunization Survey

Temp Tracking for vaccine

Text message tracking – storm drill

AAR tracking for Tobacco

24/7 on call drill

Gets drill

Quarterly Chart Audit Family Planning

Spring and Fall IMA family Planning

CVHD Client Survey 2012

Site visits by State Program Staff: WIC, FP, WW, HIV

Immunization visits and QI monitoring

ALTAR Emergency Preparedness

EMR - data entry compliance

Generator weekly testing

Fire/Emergency Drills

HIPAA Security Checklist

Suicide Prevention Grant – tracking