

# Implementing Successful QI: Lessons Learned Featuring Oregon Health Authority

December 8, 2015

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*Moderated by Laura Arena, PHQIX Communications Lead*

Welcome! Thank you for joining! Sound for the webinar will come through your computer speakers. Please feel free to submit your questions throughout the webinar through the chat feature. We will start momentarily.

**PHQIX**

Public Health Quality Improvement  
**exchange**

Quality Improvement Together

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# Center for Health Statistics Mail Order Process Improvement

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Public Health Division

Oregon  
Health  
Authority

(Enter) DEPARTMENT (ALL CAPS)  
(Enter) Division or Office (Mixed Case)

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# What we will cover

- Oregon's demographics
- Oregon Health Authority and Public Health Division background
- Center for Health Statistics
- Project background and goals
  - How the project spawned
  - What tools and data were used
- Outcomes
- Projects completed as a result of this one

# Oregon's demographics

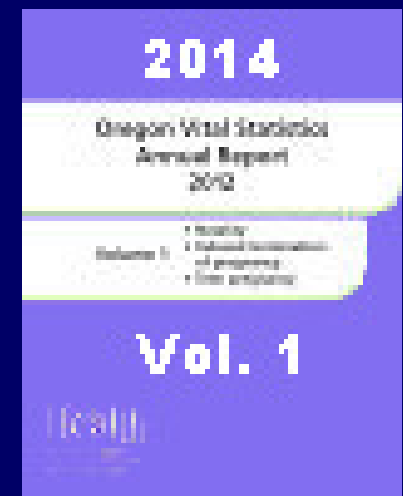


# Oregon Health Authority and Public Health Division



# Center for Health Statistics

- Center for Health Statistics is Oregon's Vital Records Office
- All vital events are recorded
- Analyze data





# Center for Health Statistics



# Project background and aim

- Project was identified during a quarterly target review
- Needed to be able to improve process in a very short period of time
- Huge backlog
- Staff overtime

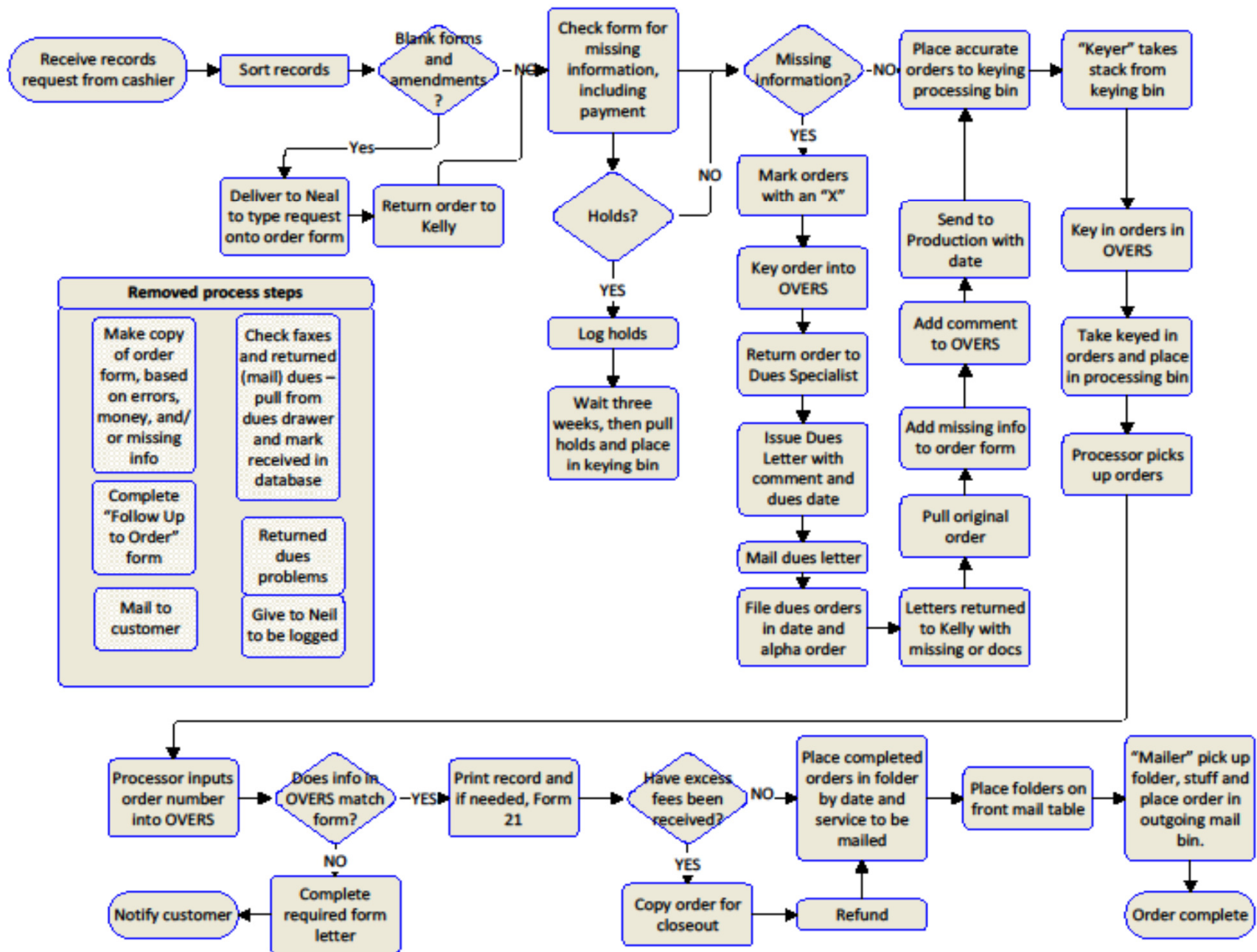


# Trying a new tactic

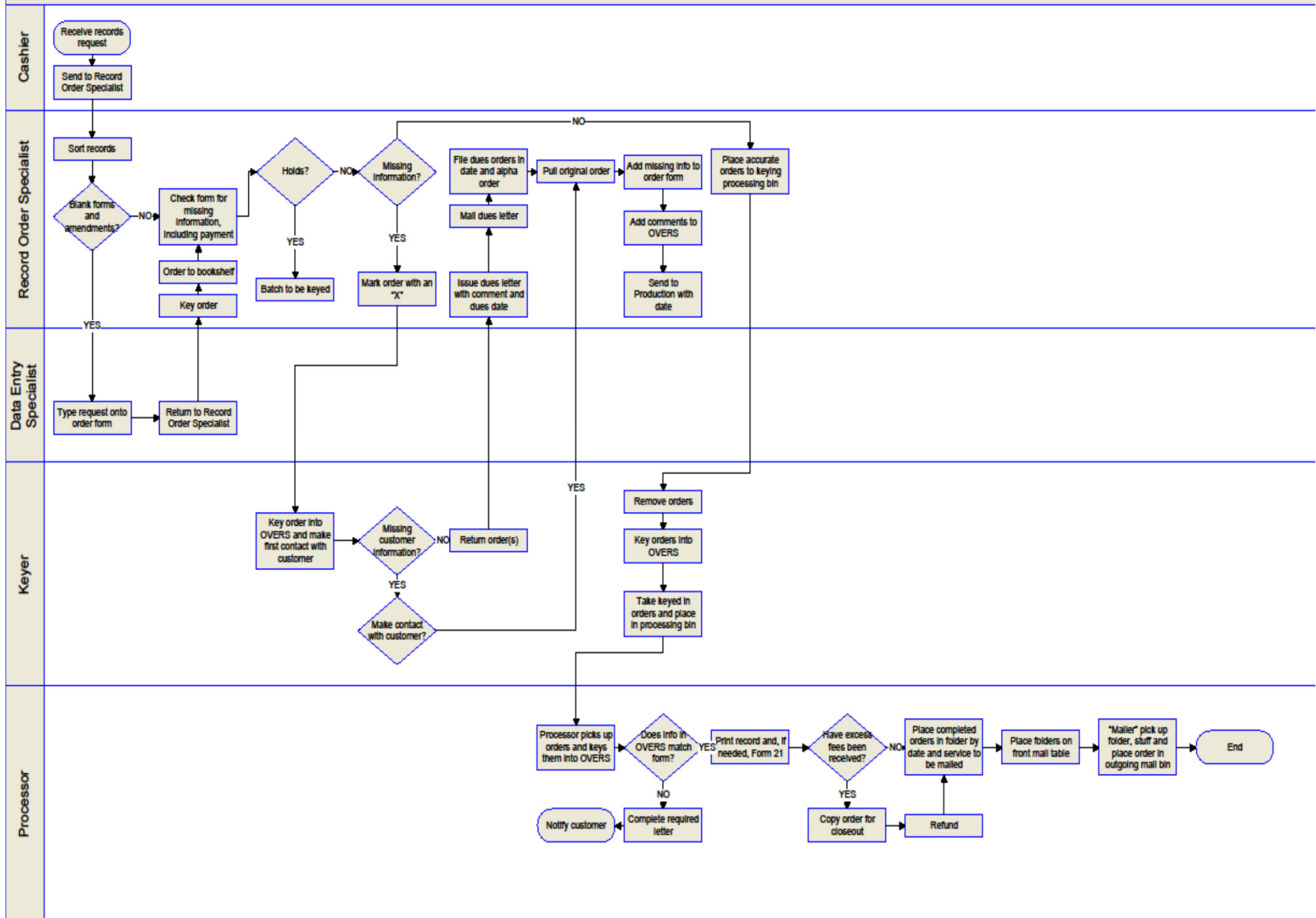
- Turning a puzzle into a process map
- Teaching QI concepts while working



# Maps and graphs



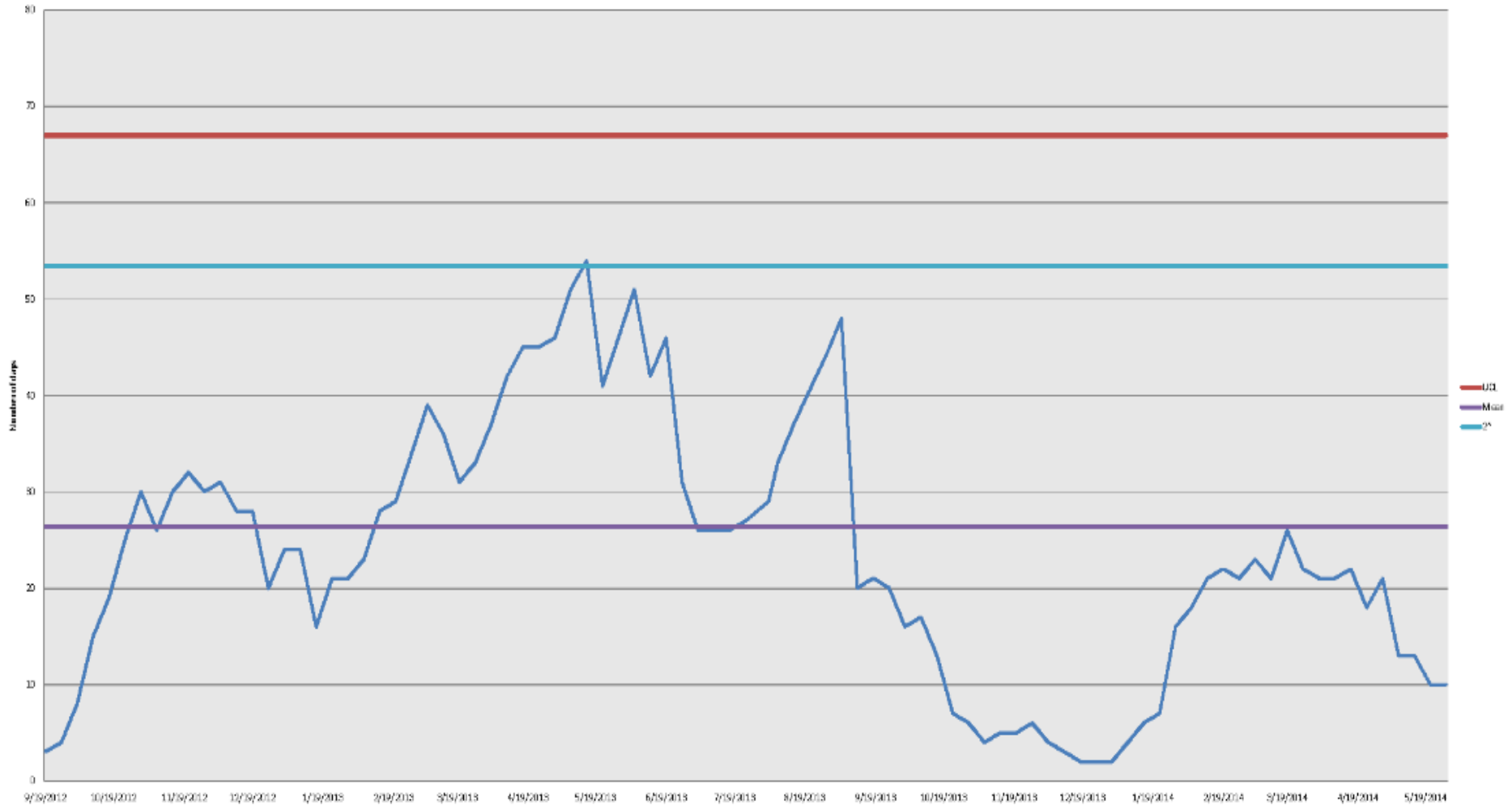
Vital Records Mail Order Process – Spring 2014



# Data



Mail order processing time





# Data

- Initial processing time
- Reduction in processing time and backlog
- Improvement in staff satisfaction of the process

# Lessons learned

- Whenever possible, walk through the process
- Get data before you make an improvement
- Try new approaches to old problems
- Teach as you go
- Have fun

The best part about quality improvement is that you can never be wrong. The bad part is that you are never done.

# Contact Information

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# Questions?