



Issue 26 - July 2015

Welcome to qualitymatters!

In this issue, we're excited to honor Quality Improvement (QI) Innovator Award winner Annette VanDomelen in a special feature story. You'll also find

- Information on PHQIX scholarships,
- Local news and updates,
- Recently posted QI initiatives,
- Information on webinars and events hosted by our partners the National Association of County and City Health Officials (NACCHO) and the National Network of Public Health Institutes (NNPHI), and
- Featured resources from the Public Health Centers for Excellence and the Public Health Foundation (PHF)!

You can always visit www.phqix.org and connect with us on [Twitter](#), [Facebook](#), and [LinkedIn](#) for more news and updates!

Would you like to submit something for possible distribution in a future PHQIX newsletter? Let us know at contact@phqix.org.

-The PHQIX Team

QI Innovator Awards

This month, we are pleased to honor Annette VanDomelen as a public health QI innovator!

What Makes Annette VanDomelen a QI Innovator?

Annette VanDomelen, of the Health Services division in Missoula City-County Health Department (MCCHD) in Montana, has been involved in some enormously successful and well-received projects—none of which were small or easy. She has also implemented QI into her personal life: by doing a marriage QI project with her husband! Annette uses her gift for the QI process to bring people together to think outside the box and find solutions using QI tools. Annette's ability to grasp the full possibilities of QI right away has helped MCCHD take ownership of its QI culture. During MCCHD's accreditation site visit, the site reviewers noted the pervasive culture of QI, even listing it as one of MCCHD's three strengths. MCCHD was accredited in March 2014.



[Click here](#) to read the full story, including Annette's insights regarding challenges encountered, lessons learned, and advice about public health QI.

News and Updates

PHQIX Website Drawing for Two Open Forum Scholarships!

PHQIX is excited to offer two full scholarships to the [NNPHI Open Forum for Quality Improvement in Public Health](#)! The Open Forum will be held from October 15 to 16, 2015, in Seattle, Washington. We will select two winners from the pool of users who submit or update a QI initiative by August 17. To learn more about how to submit a QI initiative, [click here](#). If you are ready to submit an initiative, [click here to begin](#)! You need to be registered on www.phqix.org to submit an initiative, so [register now](#)! If you have any questions or concerns, email us at contact@phqix.org.



Local News: Register Now for the 2015 Public Health Accreditation Readiness Conference!

The California Department of Public Health invites you to attend the 2015 Public Health Accreditation Readiness Conference, Moving Forward Together: California's Journey to Public Health Accreditation. This conference will be held in northern and southern California. To read more about the Northern Conference, to be held from August 26 to 27, 2015, at the DoubleTree by Hilton Sacramento, [click here](#). For more information on the Southern Conference, to be held from September 9 to 10, 2015, at the DoubleTree by Hilton Hotel Ontario Airport, [click here](#). If you have any questions or need assistance, please feel free to contact [Gladys Glaude](#).

PHQIX Website Drawing is Under Way!



We are excited to announce that our latest website drawing has begun! To enter the drawing, simply comment on a [QI initiative](#) or [Community Forum](#) post by July 31 to enter the drawing. Five randomly selected winners will receive a PHQIX hoodie!

New QI Initiatives

Check out these QI Initiatives recently published on PHQIX!

Increasing the Percentage of Store Clerks with Valid Permits to Reduce Tobacco Sales to Minors

Reducing adolescent tobacco use is a priority for Tooele County Health Department (TCHD) in Utah. Staff recognized the need to improve tobacco compliance check pass rates and identified that clerks who possess a valid permit were less likely to sell tobacco products to minors. TCHD used QI methods and processes to develop a formal protocol for conducting compliance checks, explain the importance of the permit and the consequences of not having a current permit, and create and initiate an online tobacco handler course and exam in English and Spanish. TCHD successfully increased the percentage of clerks in Tooele County who hold a valid tobacco handler permit and standardized the process that TCHD uses. [Read more here!](#)

Utah Public Health Laboratory Customer Service QI Project

This state health department QI effort sought to improve customer satisfaction and increase use of the Utah state laboratory. The intervention tested was the development of a website for use by local health department (LHD) staff, who achieved both of the QI project goals. In addition, the QI effort raised awareness of QI, the need for a customer focus, and the importance of supporting the role of LHDs in public health among all staff of the state laboratory and greatly enhanced the skills of team members to use QI tools in problem solving. Most importantly, it empowered staff to believe that participating in process improvement can actually result in positive change. [Continue reading here!](#)

Improving Notifications on the KIDSNET System

The Rhode Island Department of Health improved the timeliness of data entry for early intervention services, which enhanced appropriate and prompt preventive health services and follow-up care. Delayed entry of Individual Family Service Plans (IFSPs) by outside agencies into the KIDSNET system has a negative impact on children's health and educational outcomes and is an inefficient use of valuable resources. The first process change tested yielded an increase of IFSP dates entered within 30 days in 2014—from 45% to 64%. The team will continue to test additional changes. [Read more here!](#)

Upcoming Events

New NACCHO Performance Improvement Webinar



The latest NACCHO performance improvement webinar, *Change Management and Performance Improvement: The Small LHD's Perspective*, is now available online for free viewing. The webinar provided an overview of change management and concrete strategies for building an infrastructure for performance improvement and empowering staff so they are motivated and able to engage in accreditation and QI. The webinar featured speakers from two small LHDs who described how they overcame common performance improvement barriers and specific challenges faced

by small LHDS. All of NACCHO's performance improvement webinars are available for free archived viewing [here](#).

Register Now for the 12th Open Forum This Fall!



Registration is now open for NNPHI's 12th Open Forum for QI in Public Health in Seattle, Washington! To register, check out the [NNPHI Open Forum event page](#). Pre-conference meetings, including a workshop offered by experienced practitioners Marni Mason (PHQIX Expert Panel member) and Susan Ramsey, will be held on Wednesday, October 14, 2015. The 1.5-day Open Forum will be held on Thursday and Friday, October 15 and 16, 2015. All sessions will be held at the conference hotel, the Westin

Seattle. Registration closes on September 16th so register today!

Featured Resources

The Public Health Open Spaces Webinar Series

The *Public Health Open Spaces: Elements of Health System Transformation and Innovation* webinars were recorded at the Washington State Department of Health. The webinars help public health professionals better understand recent and future changes related to the Patient Protection and Affordable Care Act. You can view all seven videos on [this page](#), or go to the [Public Health Centers for Excellence YouTube channel](#) to view them.



Open Spaces topics include QI, insurance and coverage reform, data technology reform, and many others! For more information about these webinars, please contact PracticeHub@doh.wa.gov.

The Public Health Foundation Led Performance Improvement Training Workshops at PHIT 2015

Hundreds of performance improvement professionals gathered in New Orleans for the Public Health Improvement Training (PHIT) on June 9-10, 2015. Sonja Armbruster (pictured), QI expert, and Kathleen Amos, workforce development expert, at PHF delivered workshops in performance management, QI, workforce development, and strategic planning to more than 200 attendees, providing them with practical guidance to meet individual and organizational objectives. [Get a snapshot of some of the tools used in this year's training workshops](#) for immediate use in your health department.



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