



NC Center for Public Health Quality
Division of Public Health Quality Improvement 101 Program
“Learning, Experiencing, and Doing Quality Improvement”

PROGRAM OVERVIEW

The Division of Public Health Quality Improvement 101 (DPH QI 101) program was developed and adapted from the well established NC Center for Public Health Quality’s Public Health QI 101 Program. The Public Health Quality Improvement Program was piloted and adapted from the NC Area Health Education Centers’ (AHEC) QI 101 that was jointly developed by the NC AHEC and the NC Hospital Association. The DPH QI 101 program will be piloted starting June 2011 as an interactive learning program for NC Division of Public Health sections and branches interested in improving their day to day activities and the quality of the services they provide. Participants learn about QI methods and tools and apply what they are learning to selected projects. The overall objectives of the program are to help participants:

- Understand, select, and use QI methods and tools in their daily activities to improve the efficiency of activities and services within their organization as well as health outcomes
- Coach others within their setting to use QI methods and tools
- Develop a plan to incorporate QI methods and tools within their organization so that it becomes “the way we do business”

| June 2011 | June 2011 | June 2011 | July 2011 | August 2011 | October 2011 |
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| <u>Info Session</u> Branch/Section leaders and QI team leads attend a 2hr Info Session to learn about the course, learn to develop team and identify project, and ask questions. | <u>Kickoff Mtg.</u> Branch/Section leaders and QI team come together for a half day face-to-face session. They learn about program expectations and the important role of leadership in creating a culture of continuous QI (CQI). | <u>Pre-Work</u> QI teams participate in two, 1hr education sessions They develop a project aim and learn to use QI tools to understand the specific issue they aim to improve. | <u>Workshop 1</u> Teams come together for a two-day face-to-face workshop. They continue to learn QI methods and tools and develop a plan to apply the tools in their local setting. | <u>Action Period</u> Teams implement their QI plan, participate in an on-site rapid improvement event (Lean Kaizen), and use QI tools to improve their chosen process. They share their progress with other teams and receive coaching from faculty via monthly meetings and the on-site improvement event. | <u>Workshop 2</u> Teams attend a final two-day face-to-face workshop to celebrate and share their successes and lessons learned. They develop a plan to spread and sustain the improvements made. |

The Division of Public Health & Public Health QI 101 course is based on the Institute for Healthcare Improvement’s Breakthrough Series and was adapted from the NC Area Health Education Center’s QI 101 course.

PROGRAM DATES

Below is a list of important dates for the NC Division of Public Health QI 101. Please hold these on your calendar. We will send meeting agendas and materials for each activity as the event gets closer. **If you have any questions, please contact Melissa Barrentine Martin (melissa.martin@dhhs.nc.gov or 919.707.5298).**

Information Session

Date: June 2, 2011 @ 1:00pm – 3:00pm

Location: DPH Six Forks Campus, Building 3 - Cardinal A Meeting Room

Target Audience: Branch/Section/Program Leader, QI Project Team Lead

Call Objectives:

- Provide an overview of the DPH QI 101 program and upcoming activities
- Discuss program expectations
- Provide strategies to select a QI project and team
- Answer questions and provide additional information



KICKOFF MEETING

Date: June 14, 2011 @ 9:00am – 3:00pm

Location: Junior League of Raleigh, 711 Hillsborough Street, Raleigh, NC

Target Audience: Branch/Section/Program Leaders, QI Project Team Lead, QI Project Team

Meeting Objectives

- Get to know your colleagues and the DPH QI 101 faculty
- Build relationship with DPH QI 101 faculty and QI coach
- Define quality improvement and discuss why it is important in public health
- Share success stories from local public health agencies in NC
- Provide an overview of the QI methods used
- Understand how to support and motivate QI team
- Provide introduction to developing an aim statement

PRE-WORK PLANNING SESSIONS

Target Audience: Branch/Section/Program Leader, QI Project Team Lead, QI Project Team members

A. *PRE-WORK PLANNING SESSION 1: What Are We Trying to Accomplish?*

Date: June 28, 2011 @ 2:00pm – 3:30pm; Location: DPH Six Forks Campus - Reaves

Meeting Objectives:

- Review the components of an aim statement
- Discuss project aim statements and receive feedback
- Discuss importance of measures
- Develop a plan to collect measures

B. *PRE-WORK PLANNING SESSION 2: Using QI Tools to Understand What Changes We Can Make*

Date: July 11, 2011 @ 2:00pm – 3:30pm; Location: DPH Six Forks Campus - Reaves

Meeting Objectives:

- Discuss project measures and receive feedback
- Discuss the importance of going and seeing the process that is to be improved
- Conduct an observation walk and develop a map to better understand target area of improvement
- Discuss logistics for Workshop 1

WORKSHOP 1

Date: July 28 (9am – 5pm) and July 29 (9am – 4pm)

Location: Junior League of Raleigh, 711 Hillsborough Street, Raleigh, NC

Target Audience: QI Project Team Lead, QI Project Team Members

Workshop Objectives

- Continue to learn and apply QI methods and tools
- Develop an action plan to test multiple change ideas in local agencies
- Discuss strategies for creating a culture of continuous QI within local agencies
- Discuss strategies and tips for building effective teamwork and communication within and between branches/sections/programs

ACTION PERIOD MEETINGS

Target Audience: QI Project Team Lead, QI Project Team Members

A. Action Period Meeting 1: Meeting time to allow teams to get extra coaching on QI project, brainstorm solutions for barriers, and give updates about project successes and progress

Date: August 15, 2011 @ 1:00pm – 2:00pm; Location: DPH Six Forks Campus - Reaves

Meeting Objectives:

- Provide opportunity for additional QI project coaching in with QI group
- Provide opportunity for teams to discuss barriers and solutions for barriers
- Allow team provide updates on QI project success and progress

B. Action Period Meeting 2: Meeting time to allow teams to get extra coaching on QI project, brainstorm solutions for barriers, and give updates about project successes and progress

Date: September 12, 2011 @ 1:00pm – 2:00pm; Location: DPH Six Forks Campus - Reaves

Meeting Objectives:

- Provide opportunity for additional QI project coaching in with QI group
- Provide opportunity for teams to discuss barriers and solutions for barriers
- Allow team provide updates on QI project success and progress
- Discuss preparation for Workshop 2

WORKSHOP 2

Dates: October 27 (9am – 5pm) and October 28 (9am – 4pm)

Location: Junior League of Raleigh, 711 Hillsborough Street, Raleigh, NC

Target Audience: QI Project Team Lead, QI Project Team Members

Workshop Objectives:

- Reflect on experience, celebrate successes, and share lessons learned
- Gain a deeper understanding of how to use QI tools
- Describe the components of sustainability and spread and develop a plan to sustain and spread improvements throughout agency
- Reflect on the experience in the DPH QI 101 program and provide ideas for improvement