



**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 QI 101 and the local health department QI 101 programs are based on the Institute for Healthcare Improvement’s Breakthrough Series and were adapted from the NC Area Health Education Center’s QI 101 course with input from the NC Hospital Association. Participants learn about QI methods and tools and apply what they learn to selected projects. The overall objectives of the program are to help participants:

- Understand, select, and use QI methods and tools in daily activities to improve the efficiency and effectiveness of programs and services;
- Coach others in their branch or program to use QI methods and tools; and
- Incorporate QI methods and tools within their agency so that continuous improvement becomes “the way we do business.”

February 2012	March 2012	April 2012	May 2012	June 2012	July 2012	August 2012
<p><b><u>Info Session</u></b></p> <p>DPH leaders &amp; staff attend a 2hr overview of the program, expectations, leadership support, application process, and have an opportunity to ask questions.</p> <p align="center"><b>(Feb 1<sup>st</sup>)</b></p>	<p><b><u>Kickoff Mtg.</u></b></p> <p align="center"><b>Session A (8:30am-2:00pm)</b></p> <p>Branch/Section leaders, QI team lead/members learn about leadership and team approaches for a successful project and for developing a culture of continuous quality improvement (CQI). Finalize project and team selection.</p> <p align="center"><b>Session B (2:00pm-4:30pm)</b></p> <p>QI team lead &amp; 1-2 specified team members begin developing a QI project schedule.</p> <p align="center"><b>(Mar 22nd)</b></p>	<p><b><u>Pre-Work 1 &amp; 2</u></b></p> <p>QI teams participate in two - 3hr education/ planning sessions to develop a project aim &amp; measurement plan that includes how to obtain baseline data.</p> <p align="center"><b>(Apr 9th &amp; 26th)</b></p>	<p><b><u>Pre-Work 3</u></b></p> <p>QI teams participate in a one day on-site working session with CPHQ staff to observe and map the process.</p> <p align="center"><b>(May 1st, 4th, 7th, 11th &amp; 14th -18th)</b></p> <p><b><u>Workshop 1</u></b></p> <p>Teams attend a two-day workshop to continue learning QI methods and tools, develop an action plan to test multiple change ideas, and discuss CQI strategies, including return on investment (ROI).</p> <p align="center"><b>(May 31st – Jun 1st)</b></p>	<p align="center"><b><u>Action Period</u></b></p> <p>With coaching support, teams actively work on their QI projects, participate in an on-site rapid improvement event (Lean Kaizen) and finalize measures, results, and ROI.</p> <p align="center"><b>(Jun 12th – Aug 14th)</b></p> <p align="center"><b><u>Action Period Meetings</u></b></p> <p>Teams share progress, lessons learned and work with faculty coaches.</p> <p align="center"><b>(Jun 19th, Jul 17th, Aug 14th)</b></p>		<p><b><u>Workshop 2</u></b></p> <p>Teams attend a final workshop to celebrate, share successes and lessons learned. Teams develop a plan to sustain QI project improvements and spread CQI in the workplace.</p> <p align="center"><b>(Aug 30th-31st)</b></p>
				<p align="center"><b>Celebratory Poster Session</b>  <b>Nov. 6, 2012 @ 2:00pm – 4:00pm</b></p>		



## **PROGRAM DETAILS**

Below is a list of dates and a description of each component of the program. We will send information for each activity as the event gets closer. We've also included a table with an estimation of time needed to complete the program. **If you have any questions, please contact Melissa Barrentine Martin ([melissa.barrentine-martin@dhhs.nc.gov](mailto:melissa.barrentine-martin@dhhs.nc.gov) or 919.707.5298).**

### **INFORMATION SESSION**

**Date:** February 1, 2012 @ 2:00pm – 3:30pm

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

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

#### **Meeting Objectives:**

- Provide an overview of the DPH QI 101 Program
- Describe expectations and importance of leadership support
- Introduce and discuss the DPH QI 101 Application Process
- Prepare for the Kickoff Meeting – March 22nd
- Answer questions about the program

### **KICKOFF MEETING**

**Date:** March 22, 2012 @ 9:00am – 4:30pm

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

**Target Audience:** Branch/Section/Program Leaders, QI Project Team Lead/QI Team (if established)

#### **Meeting Objectives:**

- Get to know your colleagues and the DPH QI 101 faculty
- Define quality improvement and discuss why it is important in public health
- Share success stories from past DPH QI 101 Program participants
- Provide an overview of the QI methods used
- Provide strategies to select a QI project and team
- Learn how to support and motivate a QI team
- Provide introduction to developing an aim statement
- Apply project management tools to schedule and plan for QI team activities (Team Lead only)

### **PRE-WORK PLANNING SESSIONS**

**Target Audience:** QI Project Team. Branch/Section/Program Leaders are welcome to attend by not required.

#### ***SESSION 1: Aim Statements and Teambuilding – Foundation for QI Success***

**Date:** April 9, 2012 @ 1:00pm – 4:00pm

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

#### **Meeting Objectives:**

- Review the components of an aim statement
- Discuss project aim statements and receive feedback
- Discuss strategies and tips for building effective teamwork and communication
- Provide opportunity for teams to work on QI project with coaching assistance

#### ***SESSION 2: How will we know that a Change is an Improvement?***

**Date:** April 26, 2012 @ 1:00pm – 4:00pm

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

#### **Meeting Objectives:**

- Discuss importance of measures
- Develop a plan to collect measures
- Review plans and receive feedback
- Describe preparations for Pre-Work 3 and Workshop 1
- Provide opportunity for teams to work on QI project with coaching assistance

### ***SESSION 3: Using QI Tools to Understand Your Current Condition***

**Date:** May 1, 4, 7, 11, & 14-18, 2012. (Teams will schedule a day with the Lean Trainer.)

**Location:** Onsite

#### **Meeting Objectives:**

- Discuss the importance of going and seeing the process that is to be improved
- Conduct an observation walk and develop a value stream map to better understand the targeted area of improvement
- Discuss preparations for Workshop 1

### **WORKSHOP 1**

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

**Date:** May 31 – June 1, 2012 @ 9:00pm – 5:00pm

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

#### **Workshop Objectives:**

- Continue to learn and apply QI methods and tools
- Develop an action plan to test multiple change ideas in agency
- Discuss strategies for creating a culture of continuous QI within agency

### **ONSITE LEAN KAIZEN EVENT**

**Target Audience:** QI Project Team, Front-line staff

**Date:** Kaizen events will be held from June 12<sup>th</sup> – Aug 10<sup>th</sup>. Teams will schedule their Kaizen week with the Lean Trainer.

**Location:** Onsite

**Kaizen improvement events** are one of the tools used in Lean to create and implement change. Kaizens are formalized, focused rapid improvement events conducted over a fixed duration (usually two, three, or four days) that organizations use to achieve dramatic improvements and progressively shift their culture. The QI team will identify waste and “see the flow” of a process. The team learns to make improvements in a methodical way as they design, test, and implement solutions, monitor improvements, and make adjustments as needed.

Below is a typical Kaizen Event timeline and activities involved:

#### **Day 1**

- Participate in a Lean refresher
- Review the Value Stream Map (VSM)
- Prioritize waste observations for improvement
- Create sub-teams to address top waste issues (minimum 2-3 people per team)

#### **Day 2, 3**

- Plan-Do-Study-Act Process (each waste activity)
  - Make changes to process
  - Perform pilots or tests of change
  - Evaluate/verify the change and make corrections as needed
  - Quantify the results
  - Repeat the above cycle until the team meets goals

#### **Final Day**

- Wrap up team activities
- Document the “after state” with photos
- Finalize kaizen newspaper (action list)
- Team members develop presentation for report-out session
- Conduct management report-out session
- Set follow-up ground rules (e.g., team meetings, responsibilities)
- Celebrate team accomplishments

## **ACTION PERIOD MEETINGS**

**Target Audience:** QI Project Team

*Action Period meetings are beneficial for teams to learn from one another. Teams give updates about project successes and progress, identify barriers and discuss solutions, and have time for coaching.*

### ***SESSION 1***

**Date:** June 19, 2012 @ 1:00pm – 4:00pm

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

#### **Meeting Objectives:**

- Teams provide updates on QI project success and progress
- Teams discuss barriers and solutions
- Teams have an opportunity for coaching

### ***SESSION 2***

**Date:** July 17, 2012 @ 1:00pm – 4:00pm

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

#### **Meeting Objectives:**

- Teams provide updates on QI project success and progress
- Teams discuss barriers and solutions
- Teams have an opportunity for coaching

### ***SESSION 3***

**Date:** August 14, 2012 @ 1:00pm – 4:00pm

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

#### **Meeting Objectives:**

- Teams provide updates on QI project success and progress
- Teams discuss barriers and solutions
- Teams have an opportunity for coaching

## **WORKSHOP 2**

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

**Date:** August 30 – 31, 2012 @ 9:00pm – 5:00pm

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

#### **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

## **DPH QI POSTER SESSION AND CELEBRATION**

**Target Audience:** Branch/Section/Program Leader, QI Project Team, DPH and Partner staff

**Date:** November 16, 2012 @ 2:00pm – 4:00pm

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

#### **Session Objectives:**

- Recognize DPH QI 101 Teams and celebrate their QI Work
- Provide opportunity for DPH QI 101 Teams to share QI work with Division staff and Leadership

