# RS_LogoEngagement of Customers, Stakeholders, and Team Members in QI Projects: Effective Tools for Gaining Support of Those Who Matter

# Presenters: Hillary Hanson & Hannah (Miller) Silveus, Yellowstone City-County Health Department dba RiverStone Health (Billings, MT)

# QI tools and strategies to assist with engagement:

# Recognize *all* stakeholders: *Who is currently involved in the process? Who is contributing time and resources? Who will be impacted by the project?*

# Data collection: *What do you want answers to? Who has these answers? Who is going to evaluate and process the results of the data collection?*

# Meeting evaluations: *Assess and address the morale of the QI team—a safe way to raise concerns and give out kudos.*

# Flowcharts: *Involve team members and “front-line” individuals in building or re-defining the process to identify gaps and opportunities for improvement.*

# Brainstorming: *Group brainstorming builds trust, promotes participation of all team members, and is time-efficient.*

# Group decision making: *Use a form of weighted multi-voting to allow for each team member to be part of the decision making.*

# Resources and References

**Presenter Information:**

* Hillary Hanson, Director of Population Health Services: [hillary.han@riverstonehealth.org](mailto:hillary.han@riverstonehealth.org)
* Hannah (Miller) Silveus, Prevention Health Specialist: [hannah.sil@riverstonehealth.org](mailto:hannah.sil@riverstonehealth.org)

**General Resources:**

* “Embracing Quality In Public Health: A Practitioner’s Quality Improvement Guidebook” is a downloadable document that contains great information about identifying customers, clients and stakeholders, drafting valid surveys and interview questions, and developing flowcharts. It can be accessed by following this link: <http://mphiaccredandqi.org/Guidebook.aspx>.
* “The Public Health Memory Jogger II” provides detailed information on how to use Nominal Group Technique (NGT) or multivoting.
* For any documents used during RiverStone’s WIC QI project, contact Hannah at the email above or by phone at (406) 651-6537.

# Notes: