

# Women's Health Branch QI Initiative



**Division of Public Health,  
Women's & Children's Health Section**



**Team Uboreshaji (from left to right):  
*Sarah McCracken Cobb, Tonya Daniel,  
Audrey Loper, Cynthia Seale-Rivera,  
Valerie Sims & Madison Ward  
Not pictured – Kristen Carroll***

# Aim Statement

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*We aim to improve the effectiveness of the Adolescent Pregnancy Prevention Program (APPP) evaluation process by 1/31/14.*

Effectiveness is defined as:

- Increase agency satisfaction with survey administration
- Reduce waste and turnaround time
- Increase agency utilization of final evaluation report

# Why We Drank the QI Kool-Aid©

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## What Was the Problem?

- APPPs receive evaluation reports too late for QI
- Manual process creates waste (DOWNTIME)

## Change Ideas

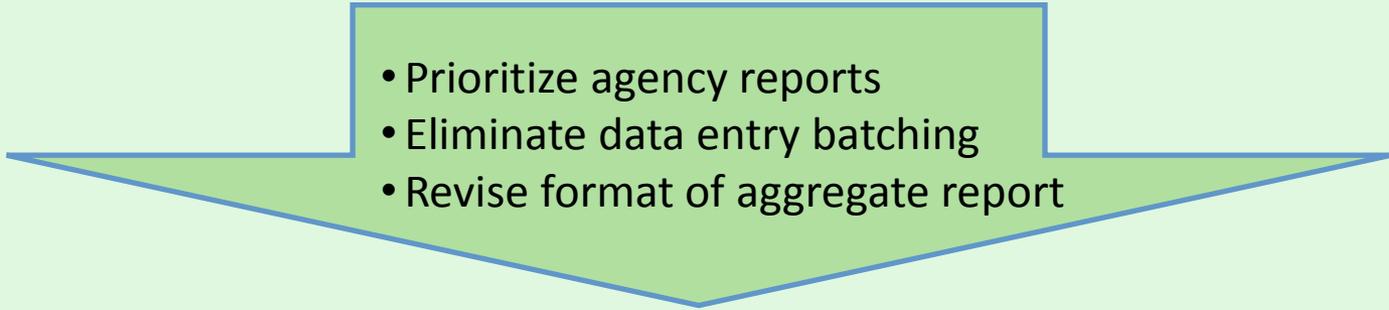
- Revise evaluation timeline & report format
- Revise Survey Submission Form
- Implement electronic survey submission
- Create APPP Manual & orientation



# Change Idea: Evaluation Timeline & Format

**Goals:** Reduce Turnaround Time for Agency Reports  
 Increase Agency Satisfaction with Turnaround Time

June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	
Agency data received	Purchasing & Data Entry				Aggregate Report Writing & Approval							
											Agency Report Writing	



June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Agency data received	Purchasing & Data Entry					Aggregate Report Writing & Approval			
	Agency Report Writing								

# Change Idea: Survey Submission Form

PLACE ON AGENCY LETTERHEAD

SURVEY TYPE	PRE-TESTS (Actual #)	POST-TESTS (Actual #)
<b>Teen Pregnancy Prevention Survey</b>		
Participants		
Comparisons		
<b>Teen Pregnancy Prevention Survey (Spanish)</b>		
Participants		
Comparisons		
<b>Male Involvement</b>		
Participants		
Comparisons		
<b>TOTAL</b>		

Before

After



## TEEN PREGNANCY PREVENTION SURVEY SUBMISSION FORM

Agency Name \_\_\_\_\_ Program ID \_\_\_\_\_

Surveys Submitted By \_\_\_\_\_ Phone \_\_\_\_\_

e-mail \_\_\_\_\_ Submission Date \_\_\_\_\_

**INSTRUCTIONS**

*Incomplete survey submission forms, incorrectly coded surveys or surveys missing required information will be returned to the agency for correction. DO NOT include your list of unique identifiers with your surveys.*

- Make sure student names are not written on the surveys, and check that the following information is complete and correctly coded on each survey:
 

Date of survey administration	Program ID	Pre- or post-test
	Student ID	Participant or Comparison
- Photocopy or scan each survey and keep for your records.
- Please group all surveys according to these 4 categories: participant pre-test, participant post-test, comparison pre-test and comparison post-test. Count the total number of surveys in each category and enter the totals in the table below. You should have one total for all surveys of the same type, even if they were administered on different dates or are from different sites.

TEEN PREGNANCY PREVENTION SURVEY (English and Spanish versions)	NUMBER of PRE-TESTS	NUMBER of POST-TESTS
Participants		
Comparisons		

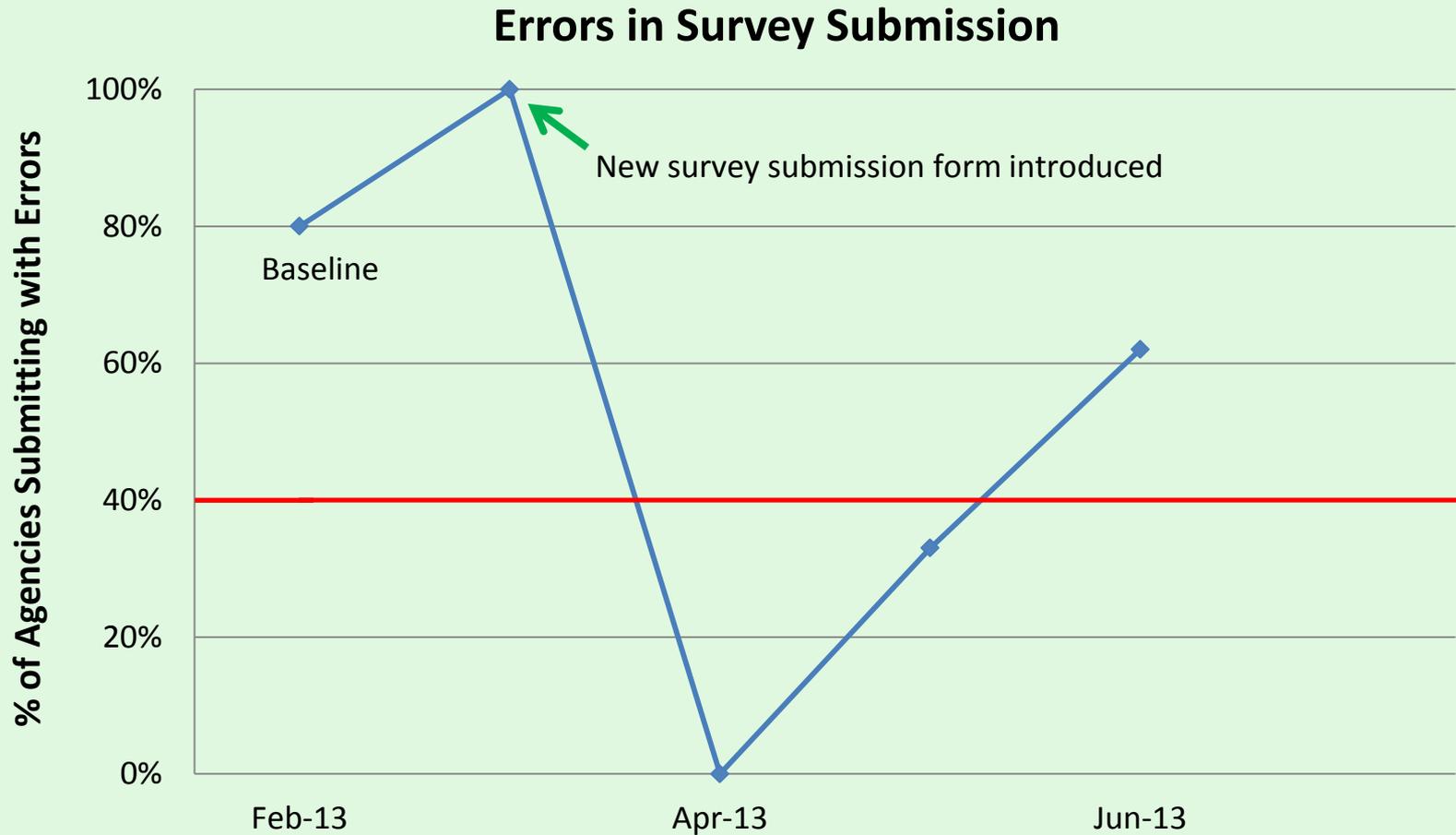
- Clip all surveys together according to the 4 categories above. For example, clip all participant pre-tests together, participant post-tests together, etc.
- Mail surveys, along with this form, by or before December 30<sup>th</sup> and June 30<sup>th</sup> to:
 

Audrey Loper  
Teen Pregnancy Prevention Initiatives Evaluation Consultant  
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**Questions?** Contact Audrey Loper at 919.707.5688 or [audrey.loper@dhhs.nc.gov](mailto:audrey.loper@dhhs.nc.gov).

Defect-Free Request = Defect-Free Response

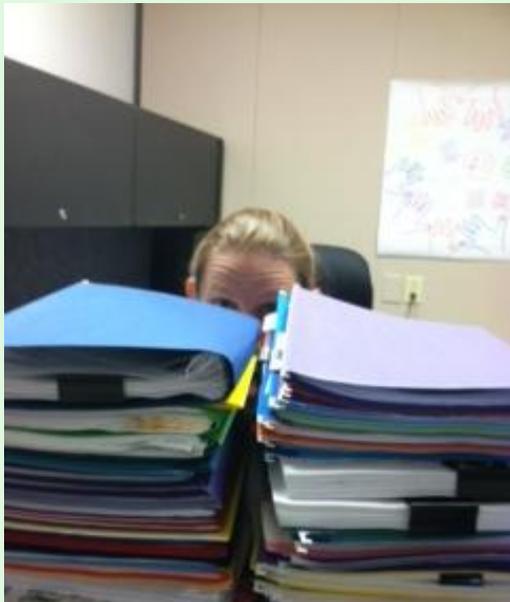
# Goal: Reduce Data Submission Errors



# Change Idea: Electronic Survey Submission

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**Before:** DHHS staff & coordinators worked hard processing paper surveys. How 20<sup>th</sup> Century!



**After:** Students & coordinators are using smart phones, computer labs & laptops for electronic survey submission. No wait time!



# Goal: Reduce Process Steps

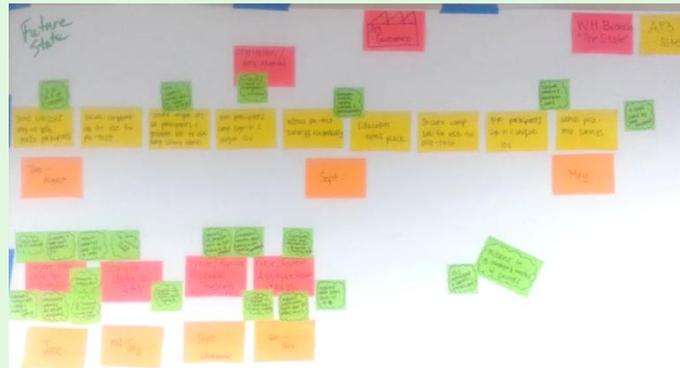
Transition to electronic data collection system would take us . . .

**FROM THIS**



**TO THIS**

Local APPPs  
Process steps decreased  
from 15 to 9 - **40%**  
improvement



WHB  
Process steps decreased  
from 21 to 4 - **89.9%**  
improvement

# Change Idea: APPP Manual & Orientation

Addresses all components of our aim statement!

Before



After



# Reflection on Team Uboreshaji's Experience

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## Highlights

- Opportunity to focus on one project
- Dedicated team with shared responsibilities



## Lowlights

- Time constraints
- Internal & external systems issues



# QI Will Survive!

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To sustain this QI project, we plan to . . .

- Continue to track results
- Keep using PDSA cycles to improve our efforts

For our next QI project, we plan to . . .

- Share the QI Kool-Aid!



**Before & After:**  
5S organizational  
efforts in the WHB  
conference room