**Living Well QI Team Charter**

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| Process/Team Name: Living Well QI Project |
| Sponsor:Dave Palm | Phone: 402-471-0146 | Email:david.palm@nebraska.gov |
| QI Facilitator: Greg Moser | Phone: 402-471-0709 | Email: greg.moser@nebraska.gov |
| QI Team Leader:Jamie Hahn | Phone:402-471-3493 | Email:jamie.hahn@nebraska.gov |
| Team Members:Charlotte BurkeDavid HummDenise ZwienerMary GillepsieSandy KellerSheila CarnahanLaura BushCrystal HamptonMarcia Leonard | Phone:402-441-8011 402-441-8043308-865-2280 | Email:cburke@lincoln.ne.govdhumm@lincoln.ne.govdzwiener@bcchp.orgskeller@lincoln.ne.govscarnahan@sentinelhealthcare.orglbush@sentinelhealthcare.orgCrystalHampton@catholichealth.netMarciaLeonard@catholichealth.net |

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| Process Description:The issue that our department is seeking to improve is how to increase the reach of the Living Well Chronic Disease Self-Management program throughout the State of Nebraska. Living Well is an evidence-based Chronic Disease Self-Management program developed by Stanford University. The program is an interactive workshop consisting of six sessions that helps people who have ongoing health conditions learn real-life skills for living a full, healthy life. Participants learn how to take small steps toward positive changes and healthier living. The workshop helps to build participant confidence and improve their ability to manage day-to-day life with a chronic disease. The department would also like to explore the opportunity of collaborating with healthcare providers to improve coordination with public health. |

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| **Initial Project Aim Statement:** By July 31, 2013, increase the percentage of individuals who complete the Living Wellprogram from 0.05% (45/91,200) to 0.07% (63/91,200) in Lancaster County and from0.21% (30/14,600) to 0.26% (38/14,600) in Buffalo County. |

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| **Revised Project Aim Statement** (12-13-12)**:** By July 31, 2013, increase the percentage of individuals who complete the Living Well program by 50% from 45 individuals to 68 individuals in Lancaster County and by 50% from 30 individuals to 45 individuals in Buffalo County. We do this in order to improve participants’ ability to manage their health condition.  |

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| Customer/Clients:Customers include individuals living with chronic disease from Lancaster and Buffalo Counties in Nebraska. |

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| **Supplier:** Nebraska DHHS- Division of Public Health, Living Well Program |

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| Process Boundaries:First Step: Initial QI team meeting | Last Step: QI team adopts effective recruitment and referral process that can be replicated to the rest of the state |

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| **Problem Statement:** According to current Living Well program data, 45 out of 91,200 individuals in Lancaster County and 30 out of 14,600 individuals in Buffalo County have completed the program. In addition there are no current referrals from health providers for individuals to participate in the Living Well Program in either County. The QI team would like to initiate a QI process to determine why the numbers are low and develop a solution for increasing them.  |

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| **PDSA Timeline** | **Date** |
| **Plan** | **Jan 31, 2013** |
| **Do** | **March, 31 2013** |
| **Study** | **June 30, 2013** |
| **Act** | **July 30, 2013** |

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| **Meeting Frequency:** The fourth Wednesday of each month at 9:00 am CST |

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| **Role Expectations:** (Note expectations around decision-making and implementation)QI Sponsor- Dave Palm will be the Nebraska Division of Public Health QI sponsor. Dave will provide oversight within the Nebraska Division of Public Health with issues pertaining to the QI project.QI Coach- Jim Butler will provide professional consultation on the QI process. In addition, Jim will provide any needed trainings on the PDSA cycle and will answer any questions that may arise during the process. Jim will also communicate with Dave Palm, Greg Moser, and Jamie Hahn on a monthly basis and with the QI team as needed. QI Facilitator- Greg Moser will provide guidance and technical assistance throughout the QI process. Greg will provide updates to the QI coach and QI sponsor on QI project process. Greg will also serve as a liaison between the QI team and the QI coach.QI Team Leader- Jamie Hahn will provide QI project leadership and ensure the QI process is meeting deliverables and making progress. Jamie will lead the QI team through the PDSA cycle and communicate regularly with the QI team and QI facilitator.QI Team Members- Play a key role in the QI process and are essential to the success of the QI project. Team members are expected to attend and participate in monthly Living Well QI meetings, and to provide feedback throughout the QI process. Team members need to keep an open line of communications about the overall process and inform the team leader of any problems or barriers experienced during the process. |

#### Success Measures:

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| **Measurement Targets:**12. 3. 4.  | **Project/Process Measurements**:1. 2. 3. 4.  | **Timeframe:**1. 2. 3. 4.  |

### Living Well QI Team Deliverables

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| **Project Deliverables:** **Objectives**:1. 2. 3.  | **Expected Deliverables**:1. 2.3. | **Timeframe:**1.  2. 3.  |