

QUALITY IMPROVEMENT PROJECT CHARTER

Project name: Consumer and Community Surveys

PROJECT AIM STATEMENT AND MEASURES

We aim to improve our clinic consumer and community survey tools and data collection process (Phase 1) by August 2013, and develop a data analyses process and implementation of improvements based on quality feedback from our consumers and community (Phase 2) by January 2014. This is important because it will help us continually improve the services we provide to assure they meet the needs of our community. We will utilize QI methods and tools to understand our current process and identify ways to improve.

FOR PHASE 1

Measure	Operational Definition	Baseline	Goal
Staff satisfaction with current surveys and processes	The opinion of clinic and HEO staff regarding the current process for collecting feedback from our patients and our community.	28% 15%	40%
Increase the number of consumer surveys completed	The number of physical Patient Input Surveys completed.	35	70
Increase the number of community surveys completed	The number of physical Community Input Surveys completed.	5	25
Increase the response rate of our community surveys	The number of Community Input Surveys completed compared to the number of surveys administered.	5%	50%

PROJECT DELIVERABLES

- A new and improved survey tool to collect feedback from our consumers
- A new and improved survey tool to collect feedback from our community (non-consumers)
- A data collection process for administering consumer surveys
- A data collection process for administering community surveys

PROJECT SCOPE

In Scope	Out of Scope
Revising and improving current survey tools	Administering new survey and collecting data
Improving the current survey administration process	Development of data analyses process
Developing roles and responsibilities for data collection process	Development of implementation of changes process

TEAM PARTICIPATION

- Casey Morris, Preparedness Coordinator & Accreditation Coordinator
- Anna Schafer, Health Education Specialist
- Josh Coltrain, Environmental Health Specialist
- Wendy Hall, Family Planning and Communicable Disease Nurse
- Jami Brown, Clerical Support Specialist
- Laura Willingham, Health Education and Public Awareness Coordinator and QI Team Lead
- Meetings are every Friday at 9:30 in MP RM 2

STAKEHOLDERS

Stakeholder Name	Impact on Project	Strategies to Communicate and/or Gain Support
DCDPH Consumers	HIGH	Get feedback from clinic consumer to help us better serve our consumer needs.
Dare County Community	HIGH	Get feedback from our community to help us better serve our community needs.
DCDPH Clinic Staff	HIGH	Get input and support from clinic staff. Involve all staff that this may effect.
DCDPH Health Education Staff	HIGH	Get input and support from health education staff. Involve all staff that this may effect.
DCDPH Health Director	HIGH/MED	Keep informed of progress and get support for continued progress.
DCDPH QI 101 team member supervisors	HIGH/MED	Inform Supervisors of program and time requirement to get continued support for team members.
NC CPHQ Staff	MED/LOW	Inform staff of our project and get their guidance.

SENIOR LEADERSHIP SIGNATURE APPROVAL

Printed Name	Signature	Date
Senior Sponsor: Anne Thomas, Health Director		