



Issue 15 - August 2014

Welcome to qualitymatters!

In this issue, we're excited to honor Quality Improvement (QI) Innovator Award winner Kathy Lordo in a special feature story. Scroll down for news and updates, information about our current website drawing, local news and ideas, and a three great new resources from our partners. You can always visit www.phqix.org and connect with us on [Twitter](#), [Facebook](#), and [LinkedIn](#) for more news and updates!

Would you like to submit something for possible distribution in a future PHQIX newsletter? Let us know at contact@phqix.org.

-The PHQIX Team

QI Innovator Awards

This month, we are pleased to honor Kathy Lordo, from Hamilton County Public Health (HCPH) in Ohio, as a public health QI innovator. Kathy also wanted to acknowledge that QI is a team effort and that it would not be successful without her dedicated and passionate core team. Congratulations, Kathy!

What makes Kathy Lordo a QI Innovator?

Kathy Lordo, of HCPH in Ohio, has spearheaded the agency's continuous QI initiatives since the QI program was implemented in 2012. She has inculcated QI deeply into the agency's culture. Under her leadership, HCPH has completed or is in the process of completing 21 formal QI projects. The agency is consistently recognized as a top-performing public health entity. Over the past 2 years, HCPH and its staff have been recognized with significant awards, culminating in one of its programs receiving the highest-level recognition in North America, the Samuel J. Crumbine Consumer Protection Award, which recognizes the top environmental health program in North America.

Kathy has encouraged staff to participate in developing QI projects and forming QI teams. Her leadership has moved the QI process into a formal recognition structure with the county Board of Health.

Click [here](#) to read the full story, including Kathy's insights regarding challenges encountered, lessons learned, and advice about public health QI.



News and Updates

Community of Practice for Public Health Improvement (COPPHI) Kaizen Event Program and Articles

Kaizen, meaning "change for the better," is a team-based QI method gaining traction among public health professionals. PHQIX is launching a series of four articles authored by Expert Panel member Chris Bujak and his business partner Pam Vecellio, of Continual Impact LLC, that describe the Kaizen approach. We will also highlight 10 newly published QI initiatives from the COPPHI Kaizen Event Program in future articles.



Would you like to have more speed, involvement, and results for your improvement projects? Click [here](http://www.phqix.org) to read the first article in our four-part series and stay tuned to www.phqix.org over the next few weeks for additional articles and more information on the 10 Kaizen events!

Local News and Ideas

Retirement Congratulations!

Congratulations to William (Bill) Mitchell, Director of Public Health Services with the San Joaquin County Health Care Services Agency in California, on his upcoming retirement! Bill has served as Director of San Joaquin County Public Health Services for 25 years. He has been a champion and advocate for improved planning and prevention and enhanced public health services. Bill is widely recognized as a statewide expert and resource for his

knowledge, experience, and understanding of complex public health services and programs.

Are You Hosting an Upcoming Meeting or Event?

We love to share local news and ideas in this newsletter! E-mail us at contact@phqix.org if you're planning a meeting or event that you'd like to share with the PHQIX community. We may even be able to send you some PHQIX swag to give away at your event!



Upcoming Events

August Website Drawing!

It's time for our [next website drawing](#), and you don't want to miss out! We'll randomly select two lucky winners to receive a scholarship that covers registration and travel costs to attend the [2014 American Public Health Association Annual Meeting & Exposition](#), November 15-19, in New Orleans! To enter the drawing, comment on a [QI initiative](#) or [Community Forum](#) post by September 12. [Create a new Community Forum topic](#), and you'll be entered into the drawing twice.



Featured Resources

New Funding Opportunity for Local Health Department Accreditation Preparation Support

With funding from the CDC's Office for State, Tribal, Local and Territorial Support, the National Association of County and City Health Officials (NACCHO) is pleased to announce a funding opportunity for local health departments (LHDs) to engage in accreditation readiness activities. The 2014-2015 Accreditation Support Initiative (ASI) awards are intended to stimulate QI and promote LHD readiness to seek voluntary national accreditation through the [Public Health Accreditation Board](#) (PHAB). Potential use of the award includes project activities involving efforts to meet the identified PHAB prerequisites, achievement of PHAB standards and measures, and offsetting accreditation fees. In addition to monetary support, selected sites will have opportunities for peer networking and sharing and access to technical assistance from NACCHO, peers, and subject matter experts as applicable.



Application requirements and full details about the ASI opportunity are provided in the Request for Applications (RFA) and the Application Document. Applications, via the online submission form, are due by 5 p.m. ET on Friday, September 12, 2014. Access the RFA and Application Document at www.naccho.org/fees.

NACCHO and CDC will host an optional web conference on Tuesday, August 26, 2014, from 2 to 3 p.m. ET (for Web and audio, visit <https://cc.readytalk.com/r/k84ohg5glixd&eom>; for audio, dial 1-800-769-9015) to walk through the RFA and Application Document.

As detailed in the RFA, NACCHO strongly encourages applicants to review its standard

contract language before completing the application. Modifications to the terms will not be made for selected sites. Questions about this opportunity can be directed to asi@naccho.org.

New Performance Management Toolkit Just Released with How-To Webinar

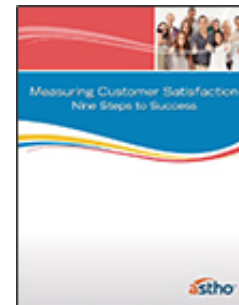
Designed to help organizations establish measures, set targets, report on progress, and improve performance, the [Performance Management Toolkit](#) from the Public Health Foundation will help you understand performance management and how to develop successful performance management systems. [Learn more](#) about the new Performance Management Toolkit, which includes tools that can help you move from learning to application to improve health outcomes. Also, mark your calendar for a Performance Management Toolkit webinar titled [Pinpoint the Resources You Need](#), which will be held on Wednesday, October 1, 2014, at 1 p.m. ET.

PUBLIC HEALTH PERFORMANCE MANAGEMENT SYSTEM



Measuring Customer Satisfaction: 9 Steps to Success

We strive to be customer-oriented and we want to know how we are doing in the eyes of our customers. Doing this right in the public health world is challenging but not impossible. And it's important too. Measuring satisfaction is a valuable way to obtain feedback from a range of customers and stakeholders to improve services. To underscore its importance, PHAB included capturing and analyzing customer feedback as a measure among its standards. Recently, the Association of State and Territorial Health Officials (ASTHO) unveiled a toolkit for measuring customer satisfaction. The toolkit builds on work undertaken by several states, walking the user through nine steps of planning, implementation, and acting on results. Examples, lessons learned, and helpful tips are provided. You can read more about the toolkit and download a copy [here](#).



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