



Issue 16 - September 2014

Welcome to qualitymatters!

In this issue, we're excited to honor Quality Improvement (QI) Innovator Award winner Wanda Williams in a special feature story. Scroll down for news regarding our latest Kaizen articles, information about our current website drawing, and local news and ideas. We've got a ton of new QI tools and resources from our partners, including an archived webinar from the National Network of Public Health Institutes (NNPHI) with tips for becoming a successful Public Health Accreditation Board (PHAB) applicant, an upcoming webinar to unveil the Public Health Foundation's (PHF's) Performance Management Toolkit, an open call for PHAB site visitors, and information on how to apply for the National Association of County and City Health Officials' (NACCHO's) Model Practices program. Don't miss the National Institute for Children's Health Quality's (NICHQ's) QI quiz at the end of this issue! 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 Wanda Williams, from the Tacoma-Pierce County Health Department in Washington State, as a public health QI innovator.

[What makes Wanda Williams a QI Innovator?](#)

Wanda Williams, Quality Management Consultant of the Tacoma-Pierce County Health Department in Washington State, has helped to build a QI culture by leading and guiding other staff, both within and outside of her department. For the past 6 months, she has led a creative and innovative approach to bringing quality to the department's Sexually Transmitted Disease (STD)/HIV program by facilitating multiple Kaizen workshops. Always respectful of individual staff members' needs and work styles, Wanda empowers the STD/HIV program team members to make improvements on their own, and she shines the spotlight on their successes. She freely shares her knowledge of QI and performance management with other local health departments throughout the state and regularly provides them with extensive technical assistance and training.

Click [here](#) to read the full story, including Wanda'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

PHQIX recently launched 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. Click on the following links to read the first two articles in the series.

- [Would you like to have more speed, involvement, and results for your improvement projects?](#)
- [Who are your customers? How can you better satisfy their expectations?](#)



August Website Drawing Winners

Congratulations to drawing winners Chrisina Perea with the New Mexico Department of Health and Chad Brown with the Licking County Health Department in Ohio! Christina and Chad each won a scholarship to the 2014 American Public Health Association Annual Meeting & Exposition, November 15-19, in New Orleans! We had such a wonderful response to this drawing that we will definitely be offering conference scholarships again in future website drawings.



Local News and Ideas

QI Learning Congress

The Public Health Performance Management Centers for Excellence in Washington State are hosting a QI Learning Congress on Friday, September 26, 2014. Craig Thomas, Director of the Division of Public Health Performance Improvement at the Centers for Disease Control and Prevention (CDC), and Liza Corso, Public Health Advisor from the Office for State, Tribal, Local and Territorial Support office of CDC, will be keynote speakers. They will share a national perspective on QI, performance management, accreditation, and other groundbreaking work going on in public health. The event will showcase results of this year's eight QI mini-contract recipients from the Kalispel Tribe and from Clallam, Clark, Grant, Island, Kittitas, Lincoln, and Whatcom counties. Attendees will also learn about the accomplishments of Washington's Performance Management Centers for Excellence and have time to network. Contact Megan Davis (megan.davis@doh.wa.gov) for more information about this event.

Upcoming Events

September Website Drawing!

Our next website drawing ends **Friday, October 3**. Post a comment in the Community Forum or on a QI initiative for a chance to win one of two 16 GB iPad minis! Check out some of these new Community Forum topics and see what you have to add to the conversation:



- [Tips for re-evaluating needs?](#)
- [Building Internal Customer Service](#)
- [Version 1.0 to 1.5 Mourning!](#)
- [QI Goals](#)
- [What is the slowest step in the QI process?](#)

Open Forum will be March 19-20 in San Antonio-Save the Date!

The Open Forum for QI in Public Health is a unique opportunity to learn from leaders in the field of QI for public health and network with your peers. The 11th Open Forum for QI in Public Health will take place March 19-20, 2015, in San Antonio, Texas. Registration and abstract submissions will open this fall, so stay tuned for more details.

Keep in touch with us this fall and help contribute to the next Open Forum by participating in one of our two planning calls! We'll share content and format ideas for the March 2015 meeting, and we'll ask you to share your ideas and suggestions for how we can continue to improve these meetings.

Open Forum Planning Call #1
 Tuesday, October 14, 2014
 11:00 a.m. ET
[Register for this planning call](#)

Open Forum Planning Call #2
 Thursday, October 23, 2014
 2:30 p.m. ET
[Register for this planning call](#)



Featured Resources

Tips for Being a Successful PHAB Applicant

With A health department's documentation is critical for informing the accreditation decision and should be thoughtfully prepared. How to assess, select, and prepare documentation is a skill that everyone involved in the accreditation process will use. Sharpen your abilities through this interactive webinar and hear tips from PHAB accreditation specialists about preparing the selected documentation for upload in e-PHAB. Access the NNPHI public health improvement webinar recording [here](#).

Upcoming Webinar-Performance Management Toolkit: Pinpoint the Resources You Need

PHF will unveil the new [Performance Management Toolkit](#) during its upcoming webinar, [The Performance Management Toolkit: Pinpoint the Resources You Need](#). This webinar on Wednesday, October 1, at 1:00 p.m. EDT, will walk participants through the content of the toolkit, explore key elements of this online resource, and share tips about how to navigate this growing source for performance management resources and tools. [Registration for the Performance Management Toolkit webinar is now open](#). Don't miss the opportunity to learn about this new go-to source that can help you and your organization develop, maintain, and improve a strong performance management system.

PUBLIC HEALTH PERFORMANCE MANAGEMENT SYSTEM



Planning Before You Communicate Tool Demonstrated in the COPPHI Open Forum Workshop

At the COPPHI Open Forum for QI in Public Health, leaders and practitioners of QI initiatives in health departments learned a new approach to "planning before you communicate," with the demonstration of a tool from PHF. Click [here](#) to learn more about this new tool and a Strategic Communications Planning Workshop that are designed to help your organization create an effective plan to reach your target audience in the right place, at the right time, with the right message.



Open Call for PHAB Site Visitors

PHAB is actively seeking public health practitioners to serve as site visitors. PHAB

accreditation is based on a peer-review process, and site visitors play a central and substantive role in the accreditation process.

PHAB is the independent organization that administers the national public health accreditation program, which aims to improve and protect the health of the public by advancing the quality and performance of the nation's tribal, state, local, and territorial health departments.

"Site visitors who have served in this capacity have told us that the experience is rewarding and provides tangible benefits," said PHAB Volunteer Services Manager Jeff Lake. "In a survey of site visitors, 90% of respondents said they would serve again."

The benefits of serving as a PHAB site visitor include networking with other leaders in public health; gaining in-depth information about the accreditation process; participating in a meaningful peer-review process; enhancing verbal, written, and technical communication and interviewing skills; learning about new, innovative, and promising public health practices; engaging in professional development; and contributing to the overall improvement of the field of public health.

For more information or to learn about the qualifications required, call Jeff Lake at (703) 778-4549, ext. 110; e-mail jlake@phaboard.org; or visit www.e-phab.org and click on [Register as a Site Visitor](#).

Share What Works and Be Recognized!

You and your local health department can be winners! From October 1 to 31, NACCHO will accept model practice applications. NACCHO's Model Practices program nationally honors and recognizes outstanding local public health practices and shares the outstanding practices through the Model Practices Database. By submitting a practice, local health departments contribute to the overall improvement of public health through evidence-based best practice methods. NACCHO's accreditation preparation and QI team encourage those communities working on performance improvement initiatives to consider submitting applications in the categories of accreditation and QI, community assessment, and Mobilizing for Action through Planning and Partnerships.



For more information and to submit a Model Practices application, visit www.naccho.org/topics/modelpractices. Contact the Model Practices team at practices@naccho.org with any questions.

Think You're a QI Expert?

Test your knowledge about Plan, Do, Study, Act cycles in NICHQ's monthly [QI quiz](#)!

QUALITY IMPROVEMENT TOGETHER

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