



Issue 18 - November 2014

Welcome to qualitymatters!

This Thanksgiving, we are thankful for the wonderful PHQIX community. Your vested interest and contributions to quality improvement (QI) in public health inspire us every day. Keep up the great work, and we hope you all have a very happy Thanksgiving!

In this issue, you'll find information regarding how to nominate a QI innovator, American Public Health Association (APHA) accreditation sub-award winners, updates from the QI Learning Congress in Washington State, and the Arizona Department of Health Services' continuous QI courses. You'll also find information regarding upcoming events, including our current website drawing, registration for the National Network of Public Health Institutes (NNPHI) Open Forum for QI, and the National Association of County and City Health Officials' (NACCHO's) next performance improvement webinar. Finally, you'll find one new featured resource from the Public Health Foundation (PHF). 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

News and Updates

[Expert Panel Member, Les Beitsch, MD, JD, Honored at the APHA Annual Meeting](#)



Our esteemed Expert Panel member, Dr. Les Beitsch, received the Excellence in Health Administration Award during the 2014 APHA Health Administration Section Social on Tuesday, November 18. This award honors someone who demonstrates creativity, innovation, and leadership in advancing the field of health administration; demonstrates significant contributions to or impact on the practice; and improves the practice of advancing knowledge, motivating others, and creating a positive environment. Congratulations on this incredible achievement, Les!

Deadline for QI Innovator Award Nominations Is Approaching!

The QI Innovator Award honors QI practitioners and recognizes their hard work in championing a QI effort and culture. Winners will receive a special feature story on the PHQIX website and in the *qualitymatters* newsletters, a commemorative plaque, and a letter of recognition and appreciation. Peer nominations will be accepted until December 12, 2014. Click [here](#) to nominate a QI innovator today!



APHA Accreditation Sub-Awards Announced

Please join APHA in congratulating the following nine state public health associations (Affiliates) on receiving sub-awards to support partnerships with health departments to advance QI efforts and national accreditation readiness. With funding from the Office of State, Tribal, Local and Territorial Support within the Centers for Disease Control and Prevention, a total of \$65,000 was awarded.

- Alabama Public Health Association
- Arizona Public Health Association
- Georgia Public Health Association
- Mississippi Public Health Association
- Missouri Public Health Association
- Montana Public Health Association
- Oregon Public Health Association
- Texas Public Health Association
- Utah Public Health Association



The goal of this initiative is to increase the quality, accessibility, and availability of resources, tools, and trainings to advance readiness for Public Health Accreditation Board accreditation. Proposed Affiliate activities include, but are not limited to, the oversight of assessments and trainings to overcome barriers and accelerate efforts in state and local communities. In addition to direct sub-awards, APHA will administer technical assistance and educational opportunities to facilitate peer-to-peer sharing across affiliate and national partnership networks.

The project period is from October 1, 2014, to June 30, 2015. To learn more about APHA Affiliates, please visit [APHA's website](#).

Upcoming Events

Win a Scholarship to the NNPHI Open Forum in March 2015!

Submit a new QI initiative by January 15, 2015, for a chance to win one of three scholarships to the NNPHI Open Forum for QI in Public Health from March 19 to 20, 2015, in San Antonio, Texas. You must [register](#) on PHQIX to submit a QI initiative. By submitting your QI initiative on PHQIX, you will receive many [benefits](#), including an American Medical Association-style citation on the PHQIX site that you and others can reference. Your initiative can help inform similar initiatives being conducted by other PHQIX community members and contribute to the evolving science of public health QI. You will also receive excellent feedback from Expert Panel members. Click [here](#) to learn more about how to submit a QI initiative. You can log in and click [here](#) to submit yours. E-mail us at contact@phqix.org if you have any questions or concerns.



NNPHI Open Forum for QI-Register Now! March 19-20, 2015 in San Antonio, Texas

[Registration](#) for the upcoming Open Forum for QI is now open. The Open Forum, a unique opportunity to learn from leaders in the field of QI for public health and network with your peers, will be held from March 19 to 20, 2015, in San Antonio, Texas. NNPHI is proud to announce the following plenary speakers for this year's Open Forum: [Emily Holubowich](#) (Executive Director, Coalition for Health Funding; Senior Vice President, CRD Associates), [Ron Chapman](#) (Director of the California Department of Public Health), [Terry Cline](#) (Oklahoma Commissioner of Health), and [Clement "Clem" Bezold](#) (Founder and Chairman, Institute for Alternative Futures).



A pre-conference QI workshop, Strategic Plans: The Engine for Performance Management, will be held on Wednesday, March 18, 2015. Experienced QI practitioners Mami Mason (MarMason Consulting, LLC) and Susan Ramsey (Pearls of Wisdom Consulting, LLC) will lead the workshop. The \$55 registration fee will cover breakfast, lunch, and any pre-reading and session materials. Further details, including a draft agenda, are forthcoming.

[Register for the Open Forum and pre-conference workshop today so you don't miss out!](#) Registration closes on Friday, February 20, or when maximum capacity is reached. Abstracts for roundtables and poster sessions will be accepted until Thursday, December 11.

If you have any questions about the Open Forum, please contact NNPHI's Convening Specialist, Whitney Magendie, at wmagendie@nnphi.org.

Register Now for NACCHO's Next Performance Improvement Webinar

NACCHO's next performance improvement webinar, [Leveraging Initiatives for Performance Improvement Work](#), will take place on **Tuesday, December 9, at 3:00 p.m. ET**. This program will feature the stories of three local health departments (LHDs) taking advantage of national resources and connections. Although many resources are available to LHDs, several national activities have recently received increased interest because of their value in accreditation preparation and community health improvement planning.



- LHDs are effectively working with their local nonprofit hospitals to conduct community health assessment and improvement planning, providing mutual benefit as hospitals work to comply with the **community benefit requirements** of the IRS and as LHDs work to achieve national accreditation.
- LHDs are using the indicators and resources available through **Healthy People 2020** to enhance their performance management systems and accreditation preparation efforts.
- LHDs are enhancing their community health assessments, community health improvement plans, and strategic plans by accessing the wealth of data available from the **County Health Rankings & Roadmaps program**.

Join NACCHO for this FREE 90-minute webinar featuring representatives from LHDs in North Carolina, Florida, and Massachusetts who will share their work on these initiatives and provide insight into how they have helped to improve health department performance and community health outcomes. Space is limited, so [sign up now](#).

Local News and Ideas

QI Learning Congress

The Public Health Performance Management Centers for Excellence in Washington State hosted a QI Learning Congress in Kent, Washington, on September 26, 2014. The Learning Congress brought QI teams from all over Washington. Local and tribal public health

professionals shared their success on widely different topics. Here are some examples of their success:

- Clallam County had a 30% reduction in WIC clinic no-show rates.
- The Kalispel Tribe of Indians enrolled 89 out of 99 people eligible to enroll in health insurance.
- Latent tuberculosis treatment completion rates in Clark County increased from less than 89% in 2012 to 100% in 2014 at half the cost.
- An updated septic system application form reduced confusion and improved data collection in Grant County.
- Contract processing time was cut from 60 to 51 days in Island County.
- Kittitas County Public Health Department created a new strategic plan and tracking system.
- Lincoln County Health Department collaborated with a local medical clinic to increase healthy weight plan development for adults.
- Whatcom County's food safety program is tracking the results of improved communications with non-English/English-as-a-Second-Language food service operators to reduce violations.



ADHS Continuous QI Courses

The Arizona Department of Health Services (ADHS) has developed two continuous QI (CQI) courses to foster a culture of QI within the agency:



Introduction to CQI is a computer-based training overview of CQI and a required course for all ADHS personnel. The session discusses the basics of CQI and CQI's relevance to the agency and introduces the toolsets of CQI. It also covers how CQI is being deployed and used within ADHS and the role of each ADHS employee. Agency examples are used throughout to emphasize CQI's applicability in a public health setting and effectiveness for improved public health outcomes. (ADHS is in the final stages of development and expect the training to go live mid-December).

Foundations in CQI is an entry-level broad exposure in CQI, which is heavy on Lean methodology but also incorporates key Six Sigma tools and principles. The material is presented in four half-day sessions spread over 4 months and goes into sufficient depth that the tools and principles of CQI can be directly applied to a real-life project. The classes incorporate multiple hands-on exercises and ADHS examples to highlight relevant application of the tools. Each participant is assigned a team member role on an ADHS project that runs concurrently and is reviewed during each class session. Ultimately, it's all about introducing QI tools using just-in-time application to aid with knowledge retention and skillset reinforcement.

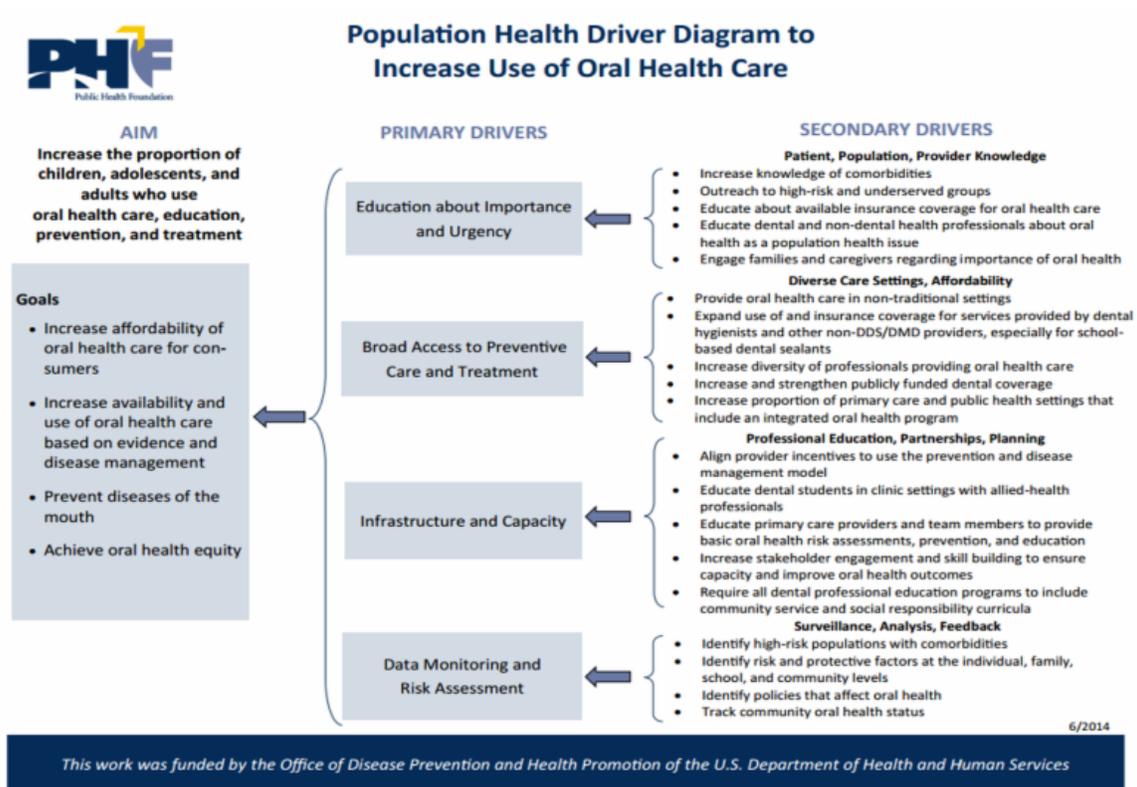
For more information on these courses, please contact Bernie Sanden at bernard.sanden@azdhs.gov.

Featured Resources

How To Develop Your Own Driver Diagram to Address a Health Challenge

With the goal of helping organizations use population health driver diagrams to address community health challenges, the Public Health Foundation (PHF) has launched the Developing a Population Health Driver Diagram tool that provides steps for organizations to construct their own driver diagrams. A population health driver diagram can be used collaboratively by public health, healthcare, and other partners to identify the potential primary and secondary drivers that can help to achieve an identified community health objective called

an AIM. Learn how you can develop and use population health driver diagrams in your community, or pilot one of PHF's existing driver diagrams.



Think You're a QI Expert?

It's not too late to test your knowledge about Plan, Do, Study, Act cycles in the National Institute for Children's Healthcare Quality's [QI quiz!](#)

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