



Issue 21 - February 2015

Welcome to qualitymatters!

In this issue, you'll find information regarding our PHQIX webinars and a news update from the National Institute for Children's Health Quality (NICHQ). You'll also find registration information for upcoming National Network of Public Health Institutes (NNPHI) events. Finally, you'll find two featured resources from the National Association of County and City Health Officials (NACCHO). 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

Achieving Rapid Results and Energizing the Team: The What, Why, and How of Kaizen Webinar

We are excited to announce that our recent webinar, Achieving Rapid Results and Energizing the Team: The What, Why, and How of Kaizen, has been archived on the [PHQIX Videos and Webinars page](#). On this page, you will find a recording of the webinar, the webinar slides, and a summary of the questions discussed during the webinar.



Raising the Bar with a New Performance Management System Webinar

Thank you to everyone who participated in our recent webinar, Raising the Bar with a New Performance Management System. The recording of the webinar and webinar slides have been posted to the [PHQIX Videos and Webinars page](#). Please stay tuned for a summary of the questions discussed during the webinar. An announcement will be made on Facebook and Twitter, in our Weekly Digest and qualitymatters newsletters, and on the [PHQIX homepage](#) when this information is available.



News from Our Partners

NICHQ in the News: How to Spread Breastfeeding Best Practices from One Hospital to an Entire System

U.S. hospitals are adapting a tactic commonly associated with bees when it comes to testing new maternity care practices within a hospital system. Like bees (which send one scout from the hive to perform food reconnaissance before committing the whole colony), some hospital systems are letting one or two pioneer hospitals seek out Baby-Friendly designation-then they are using that knowledge to help improve and standardize maternity care practices across their entire system. Even with an example to follow, however, spreading change throughout a system does not come without challenges... [continue reading](#).



Upcoming Events

Register Now for Our Upcoming Webinar!

PHQIX is honored to host our next webinar, *Using a Quality Council to Advance Performance Management and Quality Improvement*, on **Thursday, March 5, 2015, from 12:00 to 1:30 p.m. EST**.

Ms. Stacy Wenzl from the Spokane Regional Health District (SRHD) in Washington State will discuss SRHD's QI journey, provide an overview of the SRHD performance management system, and then focus on the important role of the SRHD Quality Council in facilitating performance and quality improvement (QI) efforts. She will also share key lessons learned and discuss future improvement opportunities for SRHD and the Quality Council. [Register for this free webinar here!](#) Stay tuned for more information on future PHQIX webinar topics and registration information.



Last Chance to Register for the NNPHI Open Forum for QI!

The registration deadline for the upcoming Open Forum is **tomorrow, February 20th!** 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 Marni 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! If you have any questions about the Open Forum, please contact NNPHI's Convening Specialist, Whitney Magendie, at wmagendie@nnphi.org.

Register Now for the QI Welcome Kit Webinar!

[Register now](#) for the QI Welcome Kit Public Health Improvement Webinar! This webinar will take place on **Tuesday, March 3, 2015, from 2:00 to 3:30 p.m. EST** and is hosted by NNPHI in partnership with the Association of Immunization Managers, Illinois Public Health Institute,

and Oklahoma State Department of Health. The first 250 participants who log on will be able to join the live webinar. Don't worry if you can't make it; the webinar will be recorded and made available at www.nnphi.org.

Register Now for the NNPHI Annual Conference!



Register now for the 2015 NNPHI Annual Conference: Building Healthy Communities in Our Connected World: A Vision for 2020! The conference will be held from May 12 to 14 in New Orleans, Louisiana, at the scenic Hilton New Orleans Riverside hotel. Registration is now open! [Click here](#) for more information about the conference and to register.

Save the Date for the 13th Annual Public Health Improvement Training!

Save the date for the 13th Annual Public Health Improvement Training (PHIT): Advancing Performance in Agencies, Systems, and Communities. The training will be held from June 9 to 10, 2015, in New Orleans, Louisiana. PHIT is produced by NNPHI, in collaboration with the Centers for Disease Control and Prevention, with involvement from several distinguished national organizations. PHIT offers hands-on training workshops and networking opportunities to take action in public health performance improvement areas such as QI and facilitation, performance management and performance measures, and national voluntary accreditation. PHIT also offers trainings and networking opportunities in health assessment, improvement planning, and strategic planning. Stay tuned for more information about the training and the launch of registration next month!

Featured Resources

The Benefits of National Accreditation for Local Health Departments: New NACCHO Research Brief



NACCHO's new research brief shares the results of an April 2014 survey of accredited local health departments to compile a preliminary list of benefits gained from pursuing and achieving accreditation. This downloadable PDF shares information about the staff involved in accreditation efforts, NACCHO accreditation preparation tools that accredited health departments used, and the benefits that these accredited health departments realized related to both the accreditation process and the accredited status. Read more about it [here](#).

In case you missed it, check out this other resource from NACCHO!

Love NACCHO's Roadmap to a Culture of Quality Website? Check out the newest revisions!

NACCHO is pleased to announce revisions to the [Roadmap to a Culture of Quality](#) (the Roadmap) website. The Roadmap provides local health departments (LHDs) with guidance on progressing through six phases or levels of QI maturity and presenting common organizational characteristics, strategies, and resources for transitioning toward a quality culture. Revisions include the following:

- [Change management content](#)-Change management is a cornerstone of building a



quality culture. The Roadmap offers a new change management page that provides an overview of the change management process, delineating between the "human" and "process" sides of change and presenting instructions on how the Roadmap can be used to manage change and handle staff resistance.

- [Assessment guidance](#)-An assessment of the current culture is important to understand a path to the future desired state. New guidance on selecting a self-assessment tool based on LHD needs and experience is now available.
- Detailed organizational characteristics-Each of the [six phases of the Roadmap](#) now includes more detailed organizational characteristics reorganized by [foundational element](#). The new content provides more guidance on identifying the current phase of a quality culture.
- User-friendly navigation-The phases of the Roadmap are now organized by tabs and collapsible drop-down menus, allowing users to view the most relevant content with reduced click-throughs and scrolling.

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