



*Issue 20 - January 2015*

## **Welcome to qualitymatters!**

The PHQIX team would like to wish everyone a happy New Year! We are excited to continue our efforts to support public health quality improvement (QI) during 2015. Stay tuned for information on upcoming initiatives, events, and resources!

In this issue, you'll find information regarding our upcoming evaluation survey and webinar, information on a new QI video highlighting Washington County, and a firsthand account of the Public Health Foundation's (PHF's) fundamental review of the Washoe County Health District. You'll also find registration information on the National Network of Public Health Institutes' (NNPHI's) upcoming Open Forum and Annual Conference. Finally, you'll find a new featured resource from the Connecticut Department of Public Health. You can always visit [www.phqix.org](http://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](mailto:contact@phqix.org).

-The PHQIX Team

## **News and Updates**

### **Be on the Lookout for the Next PHQIX Evaluation Survey!**

Next week, we will invite registered PHQIX users to participate in a brief Web-based survey. Results from the first survey were instrumental in helping RTI and the Robert Wood Johnson Foundation improve the PHQIX website and program. This year, the survey is being conducted in partnership with NNPHI.

The survey should take less than 15 minutes to complete. To thank you for your participation, we will offer you a chance to win one of two scholarships to attend a public health conference such as the NNPHI Open Forum or the annual meeting of the American Public Health Association. Stay tuned for further details!



### **New QI Video Highlights Washington County!**

Check out our new QI video highlighting Washington County's Kaizen event! Washington County, Oregon, conducted this event to improve the volume of childcare facilities that used the local health department for their state-required inspections. The agency implemented several new policies and protocols to standardize the entire inspection process. You



can view the video at the bottom of our [homepage](#), and read more about this QI initiative [here!](#)

## PHQIX Kaizen Webinar

Thank you to everyone who participated in our recent webinar, Achieving Rapid Results and Energizing the

Team: The What, Why, and How of Kaizen! The PHQIX team will archive a recording of the webinar, the webinar slides, and a summary of the questions discussed during the webinar on the PHQIX site. 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. Stay tuned!



## New QI Initiatives

### Strengthening Equity Through Food Safety

The Whatcom County Health Department (WCHD) found that language and cultural barriers were contributing to higher numbers of critical food code violations for the almost 18% of non-English-speaking and English as a Second Language (ESL) food service operators in Level 3 establishments in the county. WCHD considered the food service operators to be "customers," determined that lack of understanding of the food code was the root cause of the violations, and is now testing the impact of providing the materials in eight different languages on the number of critical food code violations. Read more [here!](#)

### Assessing and Improving Agency-Wide Quality Improvement Training

Staff are Customers too! How involving all staff in the identification of barriers to completing department offered QI Training resulted in greater acceptance of, participation in, and an increase in the number of staff completing six required training modules. Kane County Health Department has used SlideRocket to create QI training modules and track staff progress using an internal database, which contains personal staff information and is shared internally within the Community Health Resources (CHR) section. Continue reading [here!](#)

## Local News and Ideas

### A Firsthand Account of PHF's Fundamental Review of the Washoe County Health District

After experiencing years of declining revenue, deficit spending, and budget cuts, little strategic direction remained for the Washoe County (Nevada) Health District. PHF provided an expert team to conduct a fundamental review of the health district and provide recommendations on how to address the key issues found. Read a [firsthand account](#) of the review process in a PHF Pulse blog post from Kevin Dick, District Health Officer in Washoe County. The health district is now "well aligned and preparing for accreditation."



### Open Call for PHAB Site Visitors

The [Public Health Accreditation Board](#) (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](mailto:jlake@phaboard.org), or visit [www.e-phab.org](http://www.e-phab.org) and click on the "register as a site visitor" button.

## Upcoming Events

### Register Now for Our Upcoming Webinar!

PHQIX is honored to host our next webinar, Raising the Bar with a New Performance Management System, on **Tuesday, February 3, 2015, from 1:00 to 2:30 p.m. EST**. Stephen Johnson, Accreditation Coordinator for the Maricopa County Department of Public Health in Arizona, will discuss important considerations for developing a performance management system. He will also provide a live demonstration of the performance management system developed by the Maricopa County Department of Public Health. Finally, Mr. Johnson will discuss some key challenges encountered with the system and how his team is working to overcome those challenges. [Register for this free webinar here!](#) Stay tuned for more information on future PHQIX webinar topics and registration information.



### 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 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! Registration closes on Friday, February 20, or when maximum capacity is reached.

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

### Spreading Awareness of Accreditation around the Connecticut Department of Public Health

The Connecticut Department of Public Health (CT DPH) officially launched its PHAB initiative in November 2014 with a team of 63 total employees from every branch across the agency. Although these highly motivated volunteers understood the significance of seeking continuous QI within the department, accreditation is ultimately an agency-wide initiative that calls for engaging more than just 9% of the department's staff. Therefore, an awareness campaign was created to educate staff about PHAB, the benefits of being a nationally accredited health department, and what can be done in the daily routine to facilitate the process as a whole. The campaign's action plan covered multiple avenues of information dissemination, including e-mails, posters, team door tags, and a webpage on the department's intranet (for DPH employees) dedicated to accreditation. By changing the message every few weeks, the campaign stays fresh, providing employees with new information to maintain interest in the multiyear process.



CT DPH's awareness activities commenced with a message from the Commissioner, Dr. Jewel Mullen, expressing support for the initiative and emphasizing the importance of achieving accreditation. The first posters that were distributed and posted throughout the agency described the process and introduced staff to the CT DPH brand name, PHABuloCiTy. Another set of flyers, six separate "Fun Facts" pinned up around the office building, narrate CT DPH's story in seeking PHAB accreditation. Even more effective is the interactive webpage created on the employee-accessible intranet, where users have a central place to track the initiative's progress, view the posters that have been phased out, and discover additional information about accreditation. Increasing the staff's knowledge of PHAB and accreditation has facilitated the documentation collection process for the accreditation team and continues to spark interest and questions around the department. For more information or for examples of the posters and flyers used, contact Melissa Touma at [melissa.touma@ct.gov](mailto:melissa.touma@ct.gov).

## QUALITY IMPROVEMENT TOGETHER

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