Introducing...
The Public Health Quality Improvement Network

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From an Idea...

- Multi-State Learning Collaborative (MLC)
  - Goals
    - Prepare health departments for accreditation
    - Implement quality improvement

- Implementing QI in Public Health
  - Train the public health workforce
    - QI concepts
    - Use of QI tools
    - Facilitating and leading QI projects
  - Share lessons learned
...To a Reality

- How do you spread quality improvement throughout 99 counties and across the state health department?
  - Researched quality improvement networks
  - Spoke with other MLC states
- Decided on identifying and training QI champions
Establishing a Network

• Local Level
  • Invitation for QI champion nominations sent mid-summer 2010
    • 24 spots available (Four (4) from each public health region)
  
  • Nomination period opened July 12, 2010
    • Overwhelming response!!
      • 18 nominations on the first day!
      • Waiting list established!

• All 30 nominations accepted
  • Resources identified to train all nominees, pay for travel expenses to attend trainings, and incentivize participation (QI software)
Establishing a Network

• State Level
  • Met with IDPH leadership to gain buy-in
  • Requested identification of QI champions from each of the six divisions
  • Received name of QI champions late-summer 2010
Local QI Champions
# Local QI Champions – By Region

<table>
<thead>
<tr>
<th>Region 1:</th>
<th>Region 2:</th>
<th>Region 3:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Margaret Jaynes – Story Co.</td>
<td></td>
<td>Michelle Clausen-Rosendahl –</td>
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<tr>
<td>Kari Prescott – Webster Co.</td>
<td></td>
<td>Woodbury Co.</td>
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<thead>
<tr>
<th>Region 4:</th>
<th>Region 5:</th>
<th>Region 6:</th>
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</thead>
<tbody>
<tr>
<td>Denise Coder – Cass Co.</td>
<td>Linda Albright – Henry Co.</td>
<td>Michelle Cullen – Clinton Co.</td>
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<thead>
<tr>
<th>Region 5:</th>
<th>Region 6:</th>
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<tbody>
<tr>
<td>Angie Rhum – Des Moines Co.</td>
<td>Kaitlin Emrich – Black Hawk Co.</td>
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<tr>
<td>Linda Albright – Henry Co.</td>
<td>Michelle Cullen – Clinton Co.</td>
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Role of QI Champions

• Local Level
  • Implement QI at their agencies
  • Serve as a resource for health departments in their region
    • Providing training as requested
    • Help agencies understand when to use QI

• State Level
  • Implement QI in their programs/bureaus
  • Serve as a resource in their divisions
    • Provide training as requested
    • Help programs understand when to use QI
  • Serve on department-level QI teams
“Network”ing Opportunities

- Building QI Capacity
  - Face-to-face training #1

- Webinars

- Face-to-face training #2

- Mentoring

- Sharing experiences (Learning Congress)
Face-to-Face Training

- Basic QI training - October 19 & 20, 2010
  - Conducted by QI experts (through the Public Health Foundation)
    - Conceptual and experiential learning
      - Introduction to QI
      - PDSA/PDCA Cycle
      - AIM statements*
      - Understanding customer satisfaction
      - Basic QI tools*
      - Measurement & Data
      - Project Management (Gantt Charts)
      - Teaming
Basic QI Tools

- AIM Statements
- Force and Effect
- SIPOC + CM
- Flow Charting
- Cause and Effect (Fishbone & 5 Whys)
- Solution and Effect (5 Hows)
Webinars

• Held to reinforce QI concepts

• Allowed champions the opportunity to learn more about specific topics

• Used technology to make training available

• Conducted by faculty with numerous years of QI experience
Webinars

• Getting Started: Steps to Selecting Your Next QI Adventure

• Cause and Effect (Root Cause Analysis)

• Visualizing Your Process: Flowcharting 101

• Identifying and Prioritizing Solutions

• Using Data to Study QI Results

To view recorded webinars, please go to
http://www.idph.state.ia.us/mphi/quality_improvement.asp
Face-to-Face Training

- Train-the-Trainer - January 19 & 20, 2011
  - Conducted by QI experts (through the Public Health Foundation)
    - Conceptual
      - Coaching and facilitation skills
      - Listening and effective communication
      - Team analysis and decision making
      - Being an effective team
      - Getting teams started
      - Communicating team progress
      - Analyzing your training audience
Face-to-Face Training

• Train-the-Trainer - January 19 & 20, 2011
  • Experiential
    • Teach backs and feedback
      • SIPOC+CM – IDPH
    • Flowcharting – IDPH
    • Force and Effect – Region 1
    • Introduction to QI – Region 2
    • Cause and Effect – Region 3
    • AIM Statements – Region 4
    • Teaming – Region 5
    • Gantt Charts (Project Management) – Region 6
Examples

• State level implementation
  • Defining a Public Health Message – PHAB Beta Test
    • AIM statement – By January 3, 2011, six of six press releases will meet the criteria established for a public health message as evidenced by the press release checklist.
    • Results – Press releases were evaluated from December 6, 2010 through January 5, 2011. Four of five press releases met all of the criteria.

• Local level implementation
  • Incorporating QI into business practice
  • Developing QI capacity
THANK YOU!

Questions?