

# Quality Improvement Program Update

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KITSAP PUBLIC HEALTH DISTRICT

# Performance Management System

**Community Health Improvement Plan,  
Standards, Mandates**



**Strategic Plan**



**Work Plans & Reports**

**Quality Improvement**

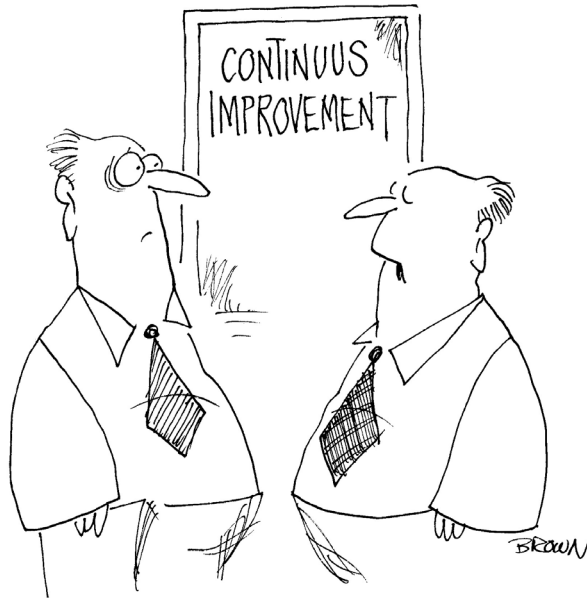
*Strategic  
Partnerships*

*Staff  
engagement*

*Learning  
Culture*

*Best  
Practices*

# What is Quality Improvement?



"We're developing a plan to fix this."

CartoonStock.com

***Deliberate***

***Defined process***

***Continuous***

***Ongoing***

***Measurable***

# KPHD Quality Improvement Program

- Quality Council
  - Charter
  - Periodic Assessments
- Training
- Projects
- Information Sharing



**Continuous Quality  
Improvement Culture**

# KPHD Quality Council



# What Is Lean Six Sigma?



## Lean

Create value for customers by minimizing waste.

+



## Six Sigma

Reduces defects by effectively solving problems.

=



## Lean Six Sigma

**Lean** accelerates **Six Sigma** - Solving problems and improving processes is faster and more efficient.



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# QI Training



**73% of staff**



**26% of staff**



**8% of staff**

**= 97% staff trained**

# QI Tool Trainings







## *Quality Improvement Tabletop Exercise*

# QI Projects



# Provider Communications QI Project



# Performance Evaluation QI Project



# Customer Service Initiative





# How do we share QI?



KPHD ANET - Quality Improvement

kitsappublichealth.sharepoint.com/SitePages/Quality%20Improvement.aspx

SharePoint

BROWSE PAGE

KPHD ANET Resources Administrative Services Community Health Environmental Health KPHD ENET

## Quality Improvement

HOME

- Emergencies
- Contacts & Phone Numbers
- VOIP Resource Page
- Health News & Information
- District News You Can Use
- Employee Bulletin Board
- Forms
- Reservations & Sign-Up
- HelpDesk
- Quality Improvement

**BIG, MEDIUM, AND LITTLE QI**

The Quality Council categorizes potential Quality Improvement projects as Big, Medium, or Little QI. The designators do not indicate the potential for impact, however, but rather the complexity of the undertaking. A Little QI initiative could produce enormous impact. Classifying Improvement opportunities this way helps the Council ensure that appropriate levels of time and resources are allocated.

[SHOW MORE...](#)

**QUALITY IMPROVEMENT IN ACTION**

Improving Data Quality of Standardized Documentation in the PCH Electronic Health Record

by Suzanne Plimmons

Our Public Health Nurses and Behavioral Health Specialist working in the Parent Child Health (PCH) program need to be able to document their activities in an electronic health record (EHR) in a consistent

**QI TRAINING AND EDUCATION**

Quarterly Tool-torial: THE PRIORITIZATION MATRIX

**What does it do:** Helps the team make decisions by systematically narrowing down options.

**When do you use it:** It can be used as a stand-alone tool whenever you need to rank a list of options, but within a QI Project, you would most often use it in the Analyze phase to rate different possible solutions. A Prioritization is a useful tool if you are working with a relatively small number of people and a relatively small number of options (maximum 10 or fewer if possible). Little format requires no other resources. Larger lists of priorities...

**What is LEAN SIX SIGMA?**

A quick introduction to how Lean Six Sigma works and what the DMAIC model is.

**QUALITY COUNCIL**

The Council meets in the Sincal Room, the 2nd Wednesday from 8:30 to 10:30. Guests are always welcome.

**Council Members**

- Dr. Susan Turner (sponsor on behalf of the Directors)
- Nancy Acosta
- Angie Berger
- Daydra Denison
- Eric Evans
- Jessica Gully
- Dayna Katula
- Maya McKenzie
- Dawn Morris
- Ram Rhee

