

# Fillmore-Houston Community Health Service Quality Improvement Plan 2015



**Public Health**  
Prevent. Promote. Protect.

Prepared by the Fillmore-Houston Quality Improvement Council

Implemented:

March 28, 2012  
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March 26, 2013

Reviewed and Revised:

November 26, 2014  
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Approved by the Executive Team and Joint Board of Health:

December 23, 2014

Fillmore-Houston CHS Administrator:

Fillmore-Houston Joint Board of Health Chairperson:

## 1. Purpose

The purpose of the Fillmore-Houston Quality Improvement Plan is to create, implement and sustain improvement initiatives within the Fillmore and Houston County Public Health Departments. This Quality Improvement Plan aligns with the Fillmore-Houston CHS Strategic Plan and the local assessment and planning process.

The vision and missions of the Fillmore-Houston CHS guides the design and implementation of the QI plan. The Fillmore-Houston CHS vision is “Partnering for a Healthy Bluff Country.” The mission of Fillmore County Public Health is “Supporting healthy lifestyles among Fillmore County residents through performance, prevention, promotion, and protection. The mission of Houston County Public Health is “Bringing people together to create a healthy future for everyone in Houston County.

The intent is to improve the level or performance of key processes and health outcomes in a systematic manner, utilizing the input and strengths of staff, leadership and the community. The *Fillmore-Houston Quality Council Charter* is utilized in the development of the annual quality improvement plan and its ongoing implementation and evaluation.

## 2. Scope

- Key indicators relevant to the populations of Fillmore and Houston will be selected to monitor, study, and provide interventions as indicated. Additional key indicators may be added to the list during the year.
- The Fillmore-Houston Quality Council Improvement Council (FHQIC) will annually select at least two initiatives that are joint county improvement projects. A team leader will be assigned to each initiative.
- Each county will have specific improvement projects. Implementation as well as results from the county projects will be shared on an ongoing basis at the meetings of the FHQIC.
- Ongoing selection of customers for their input into improvement projects will be encouraged, and the results of customer surveys will be monitored and evaluated.
- An initial comprehensive staff survey regarding knowledge of quality improvement, its processes and culture was completed as part of initial QI efforts. This survey will be repeated annually to evaluate knowledge and learning.

### 3. Structure and Resources

- See Fillmore-Houston Quality Improvement Organizational Structure (Appendix A) and the Fillmore-Houston Quality Improvement Council Charter (Appendix B) for organization and reporting structure of the FHQIC.
- Members of the FHQIC will serve as mentors and resources to the individual county quality improvement teams and initiatives.
- Decision making within the council will be derived from group consensus.
- The MDH QI consultant is available as a resource.
- Members of the state QI Leadership Collaborative can also serve as resources to this group.
- Directors and members of the Quality Improvement Council will seek available funds, including grants, related to quality initiatives as they are made known to individual counties or the community health board.
- Time spent in QI activities including time at meetings, working on projects or on reporting will be tracked for the purpose of developing and maintaining a QI budget.
- The role of individual County Board and the Joint Community Health Board members will be to participate in and approve funding for quality improvement as appropriate (Appendices A and B).
- The QI Plan serves as an important building block for a Performance Management System for the CHS. The selected indicators help determine goals and targets and the progress reports measure performance. (See Figure 1.1)

### PUBLIC HEALTH PERFORMANCE MANAGEMENT SYSTEM



#### **4. Quality Improvement Activities**

- Staff in both health departments will be surveyed for ideas or areas of improvement.
- Quality improvement language will be added to current job descriptions and to orientation checklists as applicable.
- Health or quality indicators relevant to both health departments will be selected to monitor and possibly act upon to improve.
- The QI plan notes all prioritized QI opportunities.
- The FHQIC will develop and use an annual QI Calendar that schedules each of the QI activities for review by the Council.
- QI activities, education and surveys will be planned, implemented and reviewed. (See Appendix C – FHCHS QI Calendar)
- Advanced and ongoing training for the Quality Improvement Council membership will be scheduled and documented throughout the year.
- Two ways to communicate success of QI teams or projects will be selected and implemented each year. Successes may be communicated through storyboards, meetings and trainings, or via the media.

#### **5. Evaluation and Revision of QI Plan**

- The FHQIC will review the plan annually in December. It will report to the Fillmore-Houston Joint Board of Health with: an account of progress towards targets and goals for program outcomes and health indicators, the accomplishments of QI projects and initiatives, fiscal accountability, and the success of communication and recognition activities.
- A revised plan based upon evaluation of the previous year's work will be submitted by December of the current year and ready to implement by January.
- The QI Plan is a living document and may be revised or adapted at any time throughout the year based upon need or new information or requirements.