

Fillmore-Houston Community Health Service Quality Improvement Council Charter 2015



Public Health
Prevent. Promote. Protect.

Prepared by the Fillmore-Houston Quality Improvement Council

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Fillmore-Houston CHS Administrator:

Fillmore-Houston Joint Board of Health Chairperson:

1. Purpose of the Council

The Fillmore-Houston Quality Improvement Council (FHQIC) is chartered by the Joint Board of Health team to create, implement, monitor and evaluate the quality improvement efforts of Fillmore and Houston County. The intent is to improve the level of performance of key processes and outcomes and to build a culture of continuous quality. The Quality Improvement Council is charged with developing an annual joint quality improvement plan that utilizes the Minnesota Local Public Health Assessment and Planning Process, and is integrated with the Community Health Improvement Plans and Strategic Plan. This plan links to the Public Health Accreditation Board (PHAB) PHAB Standard 9.2 of developing and implementing a quality improvement program based upon organizational practice, programs, processes, and interventions. The essential responsibilities of public health: promotion of healthy communities and healthy behaviors, prevention of the spread of infectious disease, assurance of an adequate local public infrastructure, protection against environmental health hazards, preparation for and response to disasters and assistance to communities in recovery and assurance of quality and accessibility of health services will be utilized for selection and prioritization of QI initiatives.

2. Council Structure (See Appendix A – Fillmore-Houston Quality Improvement Organizational Structure)

- Membership in the Fillmore-Houston Quality Improvement Council (FHQIC) is comprised of representatives from both Fillmore and Houston counties.
- The director of each county agency will serve on the council as well as representatives from program areas of each agency.
- 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 (Appendix A).
- Membership will range from six to nine people. Ad hoc members may be added as necessary.
- Two co-chairs, one from each county will be selected by the membership. Each will serve a term of two years. The Fillmore co-chair will change on January of even years and the Houston County co-chair will change in January of odd years. Leadership may be appointed to serve more than one term.
- The co-chairman will organize the agenda, appoint a minute taker and disseminate materials for meetings held in their respective county.
- Meetings will be held the 4th Wednesday of even months with agendas and minutes maintained. Additional meetings may be scheduled as needed. The FHQIC will report to the Joint Board of Health.
- Membership on the FHQIC will be reviewed and renewed annually. Members will join the council based upon interest and ability to participate. Both counties will establish membership through currently involved members or the voluntary enrollment of new members to create a QI culture founded in both experience and diversification.
- A glossary of appropriate terms – Appendix G has been developed and will be used for education of staff and as a resource to the joint quality improvement council.

3. Scope and Responsibilities

- The QIC will identify, review and approve suggested joint county improvement projects.
- Will establish and monitor key indicators and take action as warranted.
- The selection of customers by various work groups or teams will be encouraged and the council will review the results of customer surveys at regular intervals.
- Will review reports from QI projects and determine if and how they might be sustained.
- Plan for training needs of staff and identify and seek resources needed to provide additional training.
- Will provide guidance and technical assistance to staff engaged in QI projects.
- Will communicate the results of QI activities back to staff, to the Joint Board of Health and to the public on an ongoing basis via regularly scheduled meetings.

4. Individual County (Fillmore and Houston) Quality Improvement Councils

- The members from each county that form the FHQIC will serve on their own respective county's quality improvement council.
- Ad hoc members may be added as needed.
- Each will have a chairman to organize agendas and appoint minute takers, etc.
- County Quality Improvement Councils will oversee teams and individual performance improvement projects that are specific to their own county's QI initiatives. They will plan for training needs of staff and relate the results of QI activities back to staff and to the public.
- Fillmore-Houston QIC members may serve as facilitators or mentors of QI teams at the individual county level.
- Results of county teams will be shared at the Fillmore and Houston QIC meetings.

5. County Staff

- Are responsible for working with their county QI Council members and supervisors to identify areas for improvement and suggest improvement projects to address these areas.
- Are responsible and are supported by their supervisors to participate in QI improvement projects in conjunction with the QI Council.
- Report their QI training needs to managers or QI Council and participate in relevant QI training.
- Understand how program QI activities are relevant to their work and how their work can affect performance measures.
- Participate in customer surveys both as internal customers and to survey external customers.
- Incorporate QI concepts into their daily work.
- Will participate in QI training on a scheduled and as needed basis. Updates on QI activities will be a standing agenda item at all staff meetings.

6. Directors

- Assure meeting time for the quality improvement councils;
- Provide resources as available and implementation of the QI Projects.

7. Community Health Board

- Participate in appropriate quality improvement projects;
- Provide resources as available for the implementation of the QI Projects.

8. Approval of QI Plan and Annual Evaluation

- The Fillmore-Houston QI Council will annually review and make suggested revisions to the QI Plan.
- The QI Plan and the results from improvement teams and activities will be evaluated annually.

9. Annual Quality Improvement Council Improvement Plan

- Objectives in the council work plan will mirror their responsibilities as noted in the charter.
- Specific activities will be designed to achieve objectives and a lead person will be assigned to each activity.
- Format
 - The QI Plan will take the form of a log of prioritized QI opportunities. These may be specific and limited measures, entire projects or program evaluations.
 - These opportunities may be identified by the council, or recommended to the council by staff or leadership.
 - All opportunities listed in the log will have SMART measures and specifically assigned accountabilities.
 - The log is a living document and will adapt to changes in the organization. New items may be added as others are completed. Acute needs may displace one item for another.
- Selection and Prioritization of QI Opportunities
 - To ensure a comprehensive approach, the council will examine opportunities in the essential areas of public health responsibility.
 - Projects will be selected based upon consensus and will align with the Rapid Cycle Improvement Process or PDCA/PDSA model (Appendices D1-D2).
 - It is not required that each area have a QI item on the log.

10. Training Plan

- Training needs around quality improvement will be solicited from all employees of both health departments.
- Training will be developed or adapted to meet health department needs.
- The QI Council will determine a yearly education plan for themselves and for staff, utilizing available web resources and QI experts at the MDH or other agencies with QI expertise. Time at QI Council meetings and at staff meetings will be utilized as training opportunities. A recommended list of training opportunities and websites are identified with the FHCHS QI Training Recommendations (Appendix F1).
- Relevant training may be done on a “just in time” basis.
- All new staff will be oriented to the concept of quality improvement, to the Fillmore-Houston Quality Improvement Council, its roles and process, to the QI Plan and to available resources. This will be reflected in the orientation checklist for new staff and in employee job descriptions as appropriate.
- Advanced and continued training will be provided to QIC members on an ongoing basis, through such opportunities as face to face trainings at the state, through webinars, through review of appropriate literature and presentations by council members at council meetings.
- All training that is planned and provided will be documented on the FHCHS QI Training Log (Appendix F2).

11. Criteria for Selection of Quality Improvement Projects

- Any staff person or group may recommend projects or topics for QI to either the county QI Council or the FHQI Council. Appendix D will be used to recommend potential projects and report on selected projects. An online resource packet is available for staff to help them in proposing projects.
- Projects submitted to the FHQIC should be relevant to the greater service area, as opposed to being county specific.
- Proposed projects must be relevant to at least one of the six areas of public health responsibility.
- QI projects may also be submitted to the FHQIC or county QC for technical assistance. Projects may use many QI methodologies, such as Rapid Cycle Improvement (RCI), Plan Do Check Act (PDCA), Logic Model, focus groups, surveys and more.
- Once project proposals are received, the team will have thirty days to respond to approve or decline the proposal. Consensus will be the method used for project selection and approval.
- Projects approved by the JQI or QI councils will submit follow-up progress and completion reports to the council(s). If the project is estimated to take longer than three months, quarterly written reports shall be made.
- Quality improvement activities should be based upon high-risk, high-volume or problem-prone areas and have a method of data collection already in place or easily put in to place.

12. Reporting

- An annual schedule will be followed to report progress on all QI log items by assigned leads.
- Assigned team leaders will utilize the QI Project Reporting Form that aligns with the Rapid Cycle Improvement or PDCA/PDSA model (Appendix D).
- The council will provide advice and technical assistance in addition to counseling on sustaining gains and identify barriers to improvement.

13. Performance Management

- The Quality Improvement process will serve as a component of a larger Performance Management system that includes selection of indicators, goals, and targets, identifies and defines measures that are data driven, allows for corrective actions in a learning environment, and provides opportunities for the continuous reporting of outcomes (See Figure 1.1).



Appendix B: Fillmore-Houston Quality Improvement Council Charter

- As part of this Performance Management System, the council will review the charter, work plan, and all related processes annually.
- A report will be made annually by the council which will summarize:
 - Goals, objectives, and indicators associated with past and future quality improvement efforts for both individual and joint county quality improvement processes.
 - Actual to target performance of each item on the QI log; including, project summary, a summary of barriers to reaching target, plans for addressing barriers, and examples of successes and learning.
 - Results of client/customer surveys and any actions taken.
 - Fiscal, staff, or other resources dedicated for quality improvement.
 - Methods of communicating quality improvement to staff or the public via storyboards, meetings and trainings, or media notifications.
 - Any recommended changes to the charter.
 - The council work plan and the QI work plan log for the coming year.

14. Sustainability of QI Activities through Creation of a Culture of QI

- The FHQIC will pursue sustainability of a QI culture which fosters QI activities and consequently improves ultimately all processes to deliver quality services to our clients.
- Strategies utilized to build this sustainability include:
 - Including QI language into position evaluations as appropriate.
 - Inclusion of QI methods and tools on orientation checklists for new employees.
 - Engagement of employees in the process through opportunities to suggest improvement projects and to serve on them.
 - Ongoing education on QI initiatives, processes, and tools.
 - Revised policies and procedures to reflect change coming from the QI process to make them permanent.