

Georgia Public Health Plan: Writing a QI Plan for Accreditation



Dr. William Riley, Ph.D

Professor and Director, School for the
Science of Healthcare Delivery,

Arizona State University

March 27, 2013

PHAB Quality Improvement Plan



- The elements of a Quality Improvement Plan are detailed in the Standards and Measures, Version 1.0, **Measure 9.2.1.**, to “establish a quality improvement program based on organizational policies and direction.” Specific elements are on **pages 202 through 204.**
- Please direct any **questions** about the intent of the Standards and Measures and their interpretation **to Robin Wilcox**, PHAB Chief Program Officer at rwilcox@phaboard.org.

PHAB Quality Improvement Plan



- The quality improvement plan is a department wide plan that is integrated into all programmatic and operational aspects of the organization.
- The notion behind the Measure is that “to make and sustain quality improvement gains, a sound quality improvement infrastructure is needed. Part of creating this infrastructure involves writing, updating, and implementing a health department quality improvement plan.
- **This plan is guided by the health department’s policies and strategic direction found in its mission and vision statements, in its strategic plan, and in its health improvement plan.**

Acceptable Plan



- An example of an acceptable plan includes nine components:
 - 1) Key Quality Terms
 - 2) Culture of Quality
 - 3) Key elements of the quality improvement plan's governance structure
 - 4) Types of Quality Improvement Training
 - 5) Project identification, alignment with strategic plan and initiation process
 - 6) Goals, objectives, and measures with time-framed targets
 - 7) the health department's approach to how the quality improvement plan is monitored
 - 8) Regular communication of quality improvement activities and 9) Process to assess the effectiveness of the quality improvement plan.

An Acceptable Plans Should Include...



1) Key quality terms to create a common vocabulary and a clear, consistent message.

2) Culture of quality and the desired future state of quality in the organization.

An Acceptable Plans Should Include...



3) Key elements of the quality improvement plan's governance structure, such as:

- Organization structure
- Membership and rotation
- Roles and responsibilities
- Staffing and administrative support
- Budget and resource allocation

An Acceptable Plans Should Include...



4) Types of quality improvement training available and conducted within the organization, such as:

- New employee orientation presentation materials
- Introductory online course for all staff
- Advanced training for lead QI staff
- Continuing staff training on QI
- Other training as needed – position-specific QI training (MCH, Epidemiology, etc.)

An Acceptable Plans Should Include...



5) Project identification, alignment with strategic plan and initiation process:

- Describe and demonstrate how improvement areas are identified

- Describe and demonstrate how the improvement projects align with the health department's strategic vision/mission

An Acceptable Plan Should Include...



6) Goals, objectives, and measures with time-framed targets:

- Define the performance measures to be achieved.

- For each objective in the plan, list the person(s) responsible (an individual or team) and time frames associated with targets

- Identify the activities or projects associated with each objective and describe the prioritization process used

An Acceptable Plan Should Include...



7) The health department's approach to how the quality improvement plan is monitored: data are collected and analyzed, progress reported toward achieving stated goals and objectives, and actions taken to make improvements based on progress reports and ongoing data monitoring and analysis.

An Acceptable Plans Should Include...



8) Regular communication of quality improvement activities conducted in the health department through such mechanisms as:

- Quality electronic newsletter
- Story board displayed publicly
- Board of Health meeting minutes
- Quality Council meeting minutes
- Staff meeting updates

An Acceptable Plans Should Include...



9) Process to assess the effectiveness of the quality improvement plan and activities, which may include:

- Review of the process and the progress toward achieving goals and objectives

- Efficiencies and effectiveness obtained and lessons learned

- Customer/stakeholder satisfaction with services and programs

- Description of how reports on progress were used to revise and update the quality improvement plan.

How to Sustain Quality Improvement in Your Health Department



- Performance Management
 - Performance management consists of all the activities undertaken to ensure that goals of a health department are consistently being met in an effective and efficient manner.
- Big QI and Small QI