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Second Quality Improvement Virtual Meeting

Featuring

Dr. Bill Riley

and

Highlighting the QI Pilot Projects of the East Central, Coastal, and Southeast Health Districts



QI Pilot Projects



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East Central Health District



Coastal Health District



Southeast Health District



Protecting and Advancing the Public's Health



East Central Health District



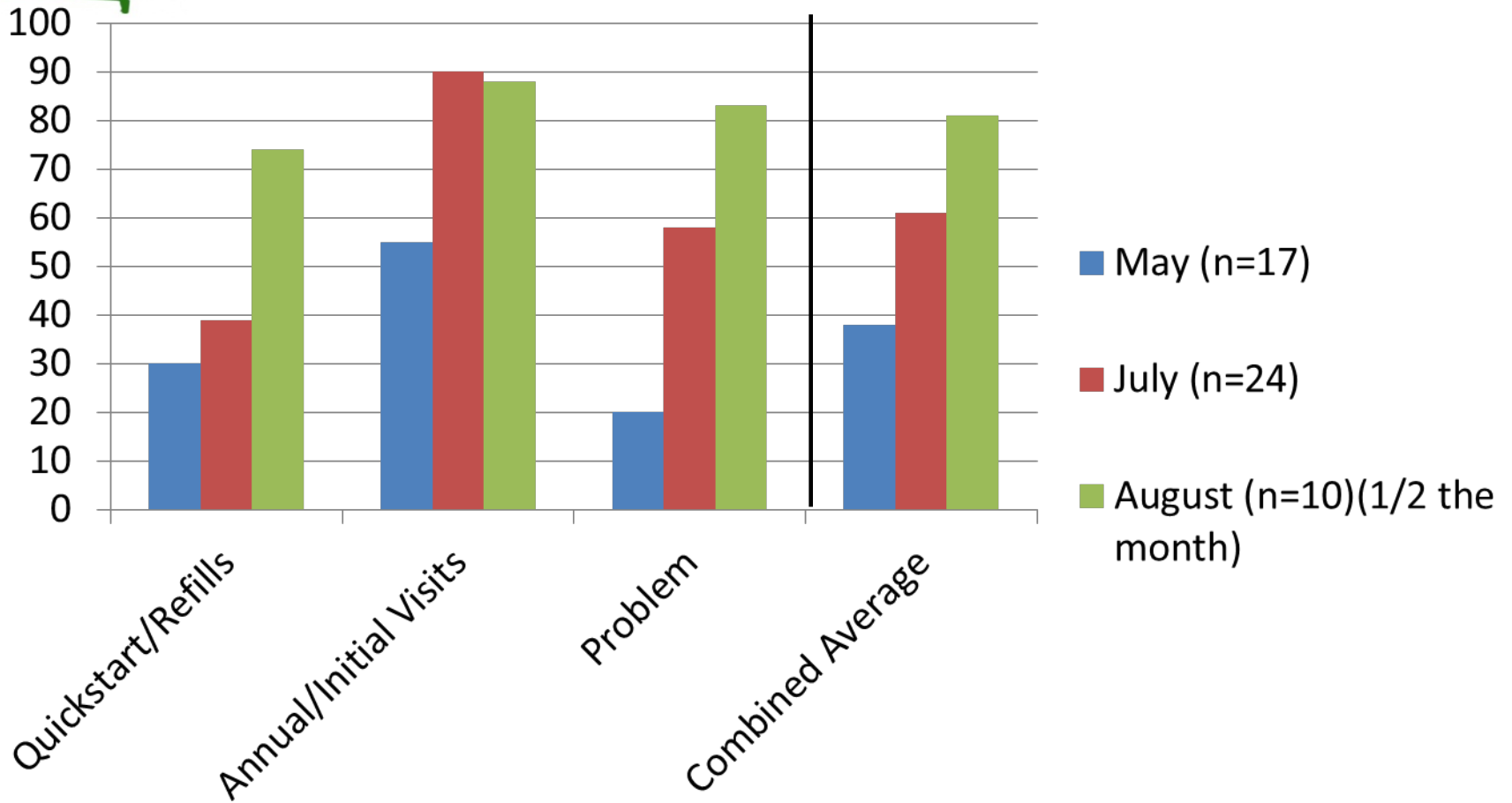
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- Objective:
 - To problem solve Long Wait Time in Teen Clinics
- Measure:
 - Arrival and departure time along with specified intervals during the visit will be measured and analyzed.
- QI Processes:
 - The QI Team has already completed a Process Map and Root Cause Analysis. They have implemented process change and are collecting data.



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Time Averages



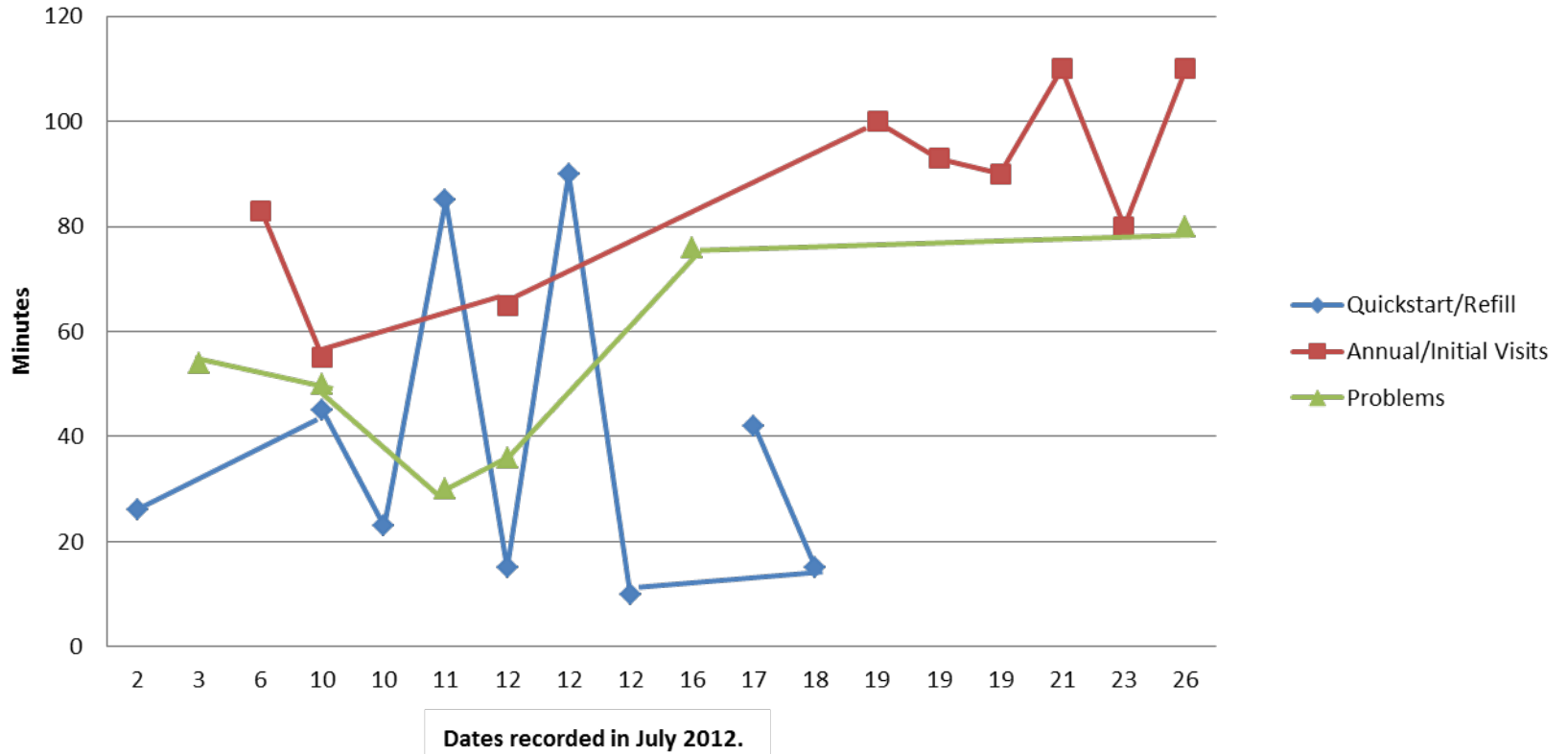


July Data



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Total Refill, Initial Visits, and Problems in the Teen Clinic

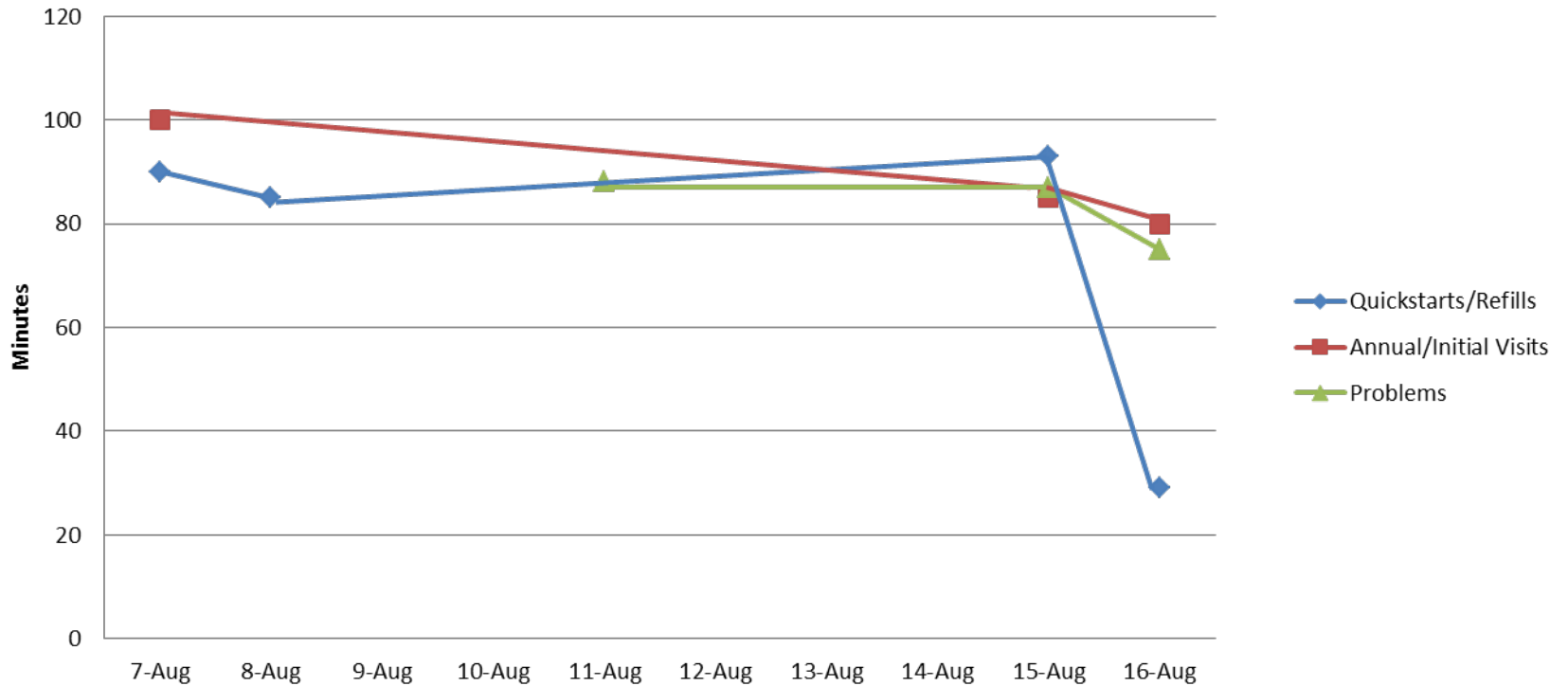


N=24



August Data

Total Refill, Initial Visits, and Problems in the Teen Clinic



Dates recorded in August 2012.

N=10

Collaborative Questions and Discussion



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- How are you displaying your data?
 - For your QI Team
 - Health Department or Clinic
 - District
- How frequently is your QI Team meeting?
- Next Steps?



Coastal Health District



- Objective:
 - To improve and increase access to HIV testing and counseling.
- Measure:
 - Monitoring number of HIV tests provided.
- QI Processes:
 - The QI Team has already completed a Process Map and Root Cause Analysis. They are currently collecting data.



Focus on Messaging



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- Through qualitative methods the team determined that there was a need to improve both internal and external messaging regarding HIV testing.
 - Education of all involved staff occurred on October 15th
 - External messaging will go live on November 1st.

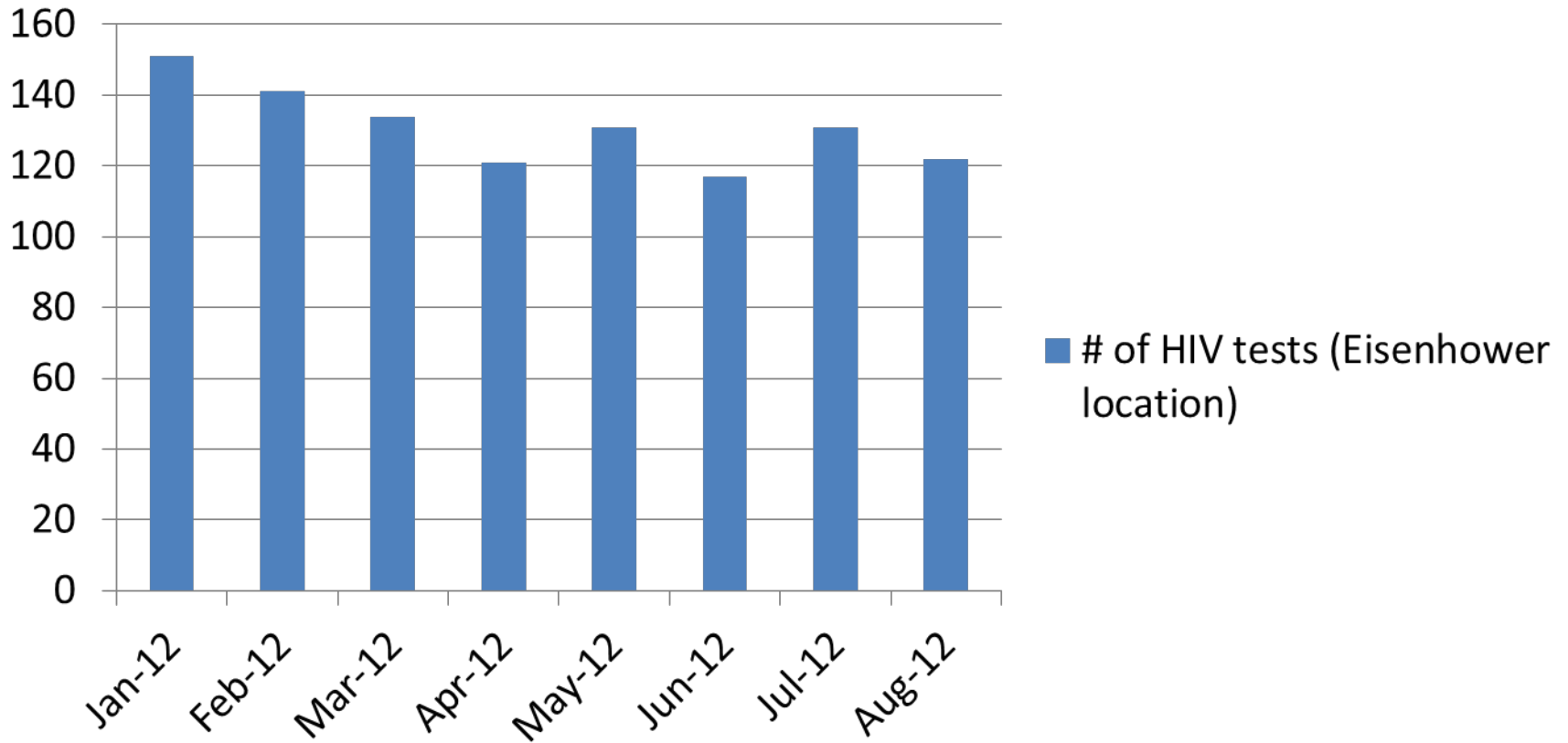


HIV Testing Numbers



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of HIV tests (Eisenhower location)



Collaborative Questions and Discussion



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Southeast Health District



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- Objective:
 - To improve HIV Wellness Center data entry and documentation procedures.
- Measure:
 - Careware data comparison to EHR data.
- QI Processes:
 - The QI Team has already completed a Process Map and Root Cause Analysis. They have implemented process change and are collecting data.



HAB Performance Measures as entered into Careware



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HAB Performance Measure	31-Mar-12	20-Jun-12	30-Sep-12	State Averages (June 2012)
Mental Health Screening	0%	36%	68%	56%
Substance Abuse Screening	0%	45%	87%	57%
Toxoplasma Screening	54%	82%	93%	65%
MAC Prophylaxis	82%	74%	77%	47%
Cervical Cancer Screening	49%	62%	56%	39%
TB Screening	81%	89%	92%	73%
HIV Risk Counseling	46%	97%	97%	67%
Chlamydia Screening	62%	90%	86%	49%

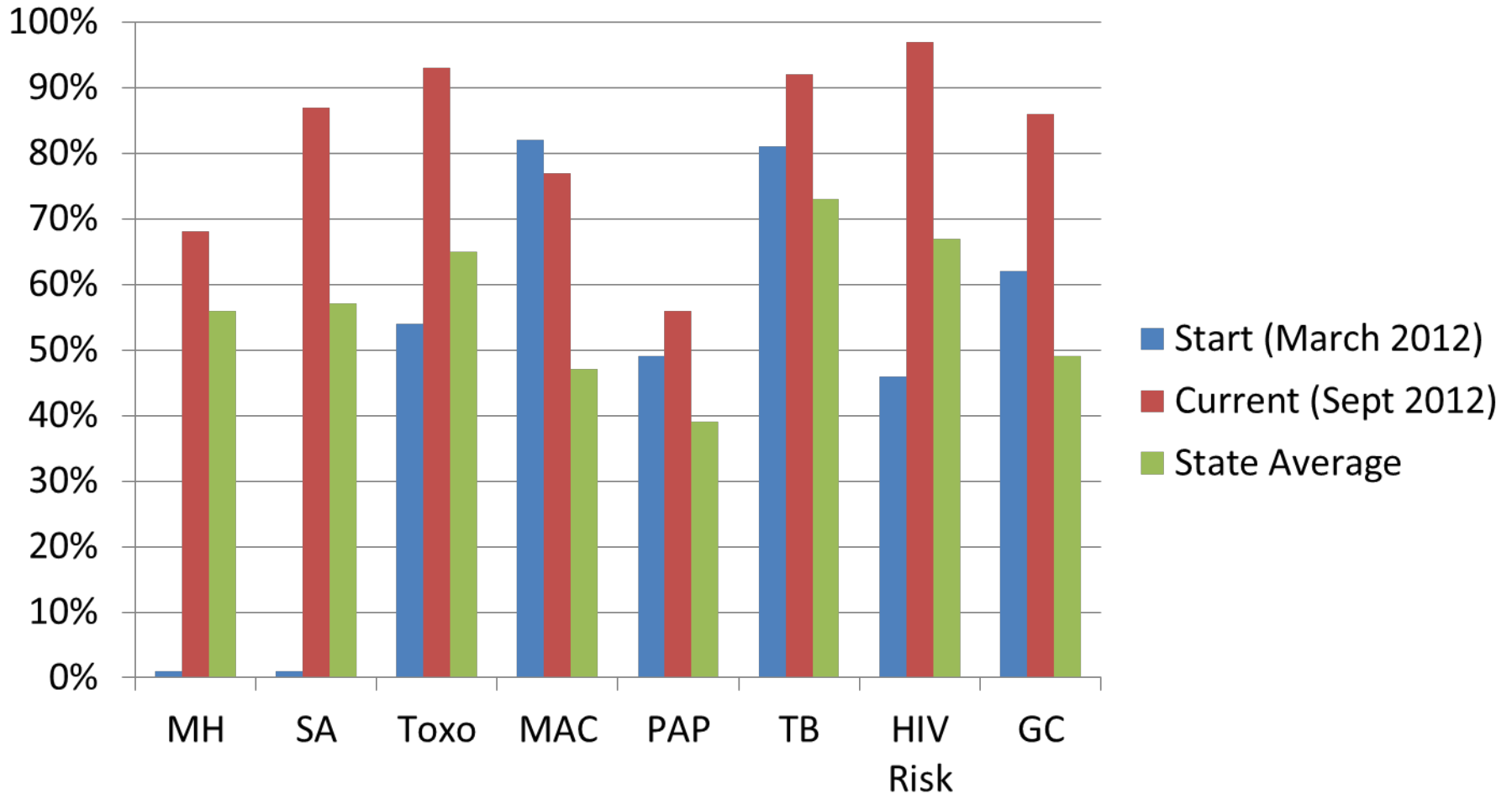
(N values vary based on measure)



QI Team Progress (combined site totals)



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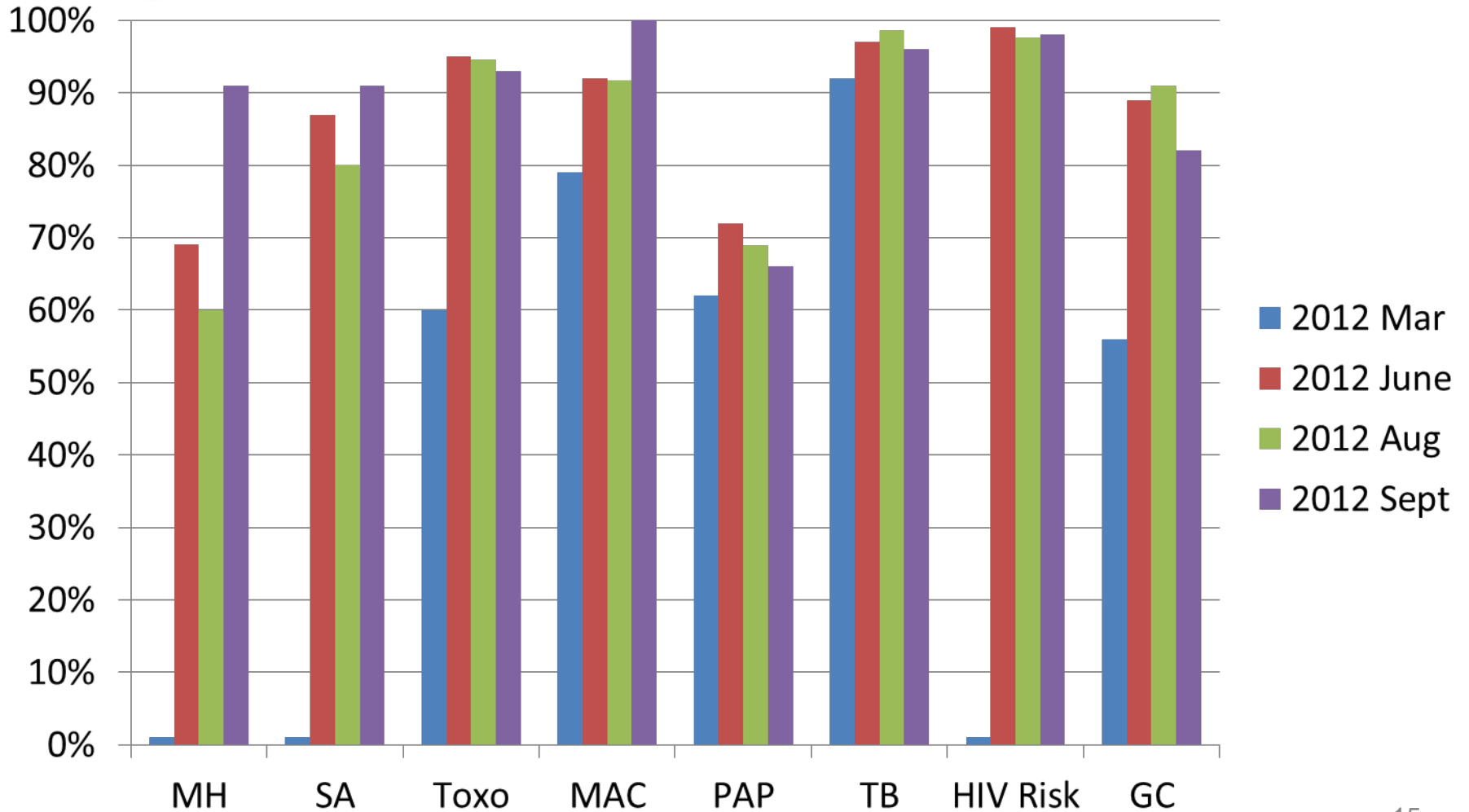




Coffee Wellness



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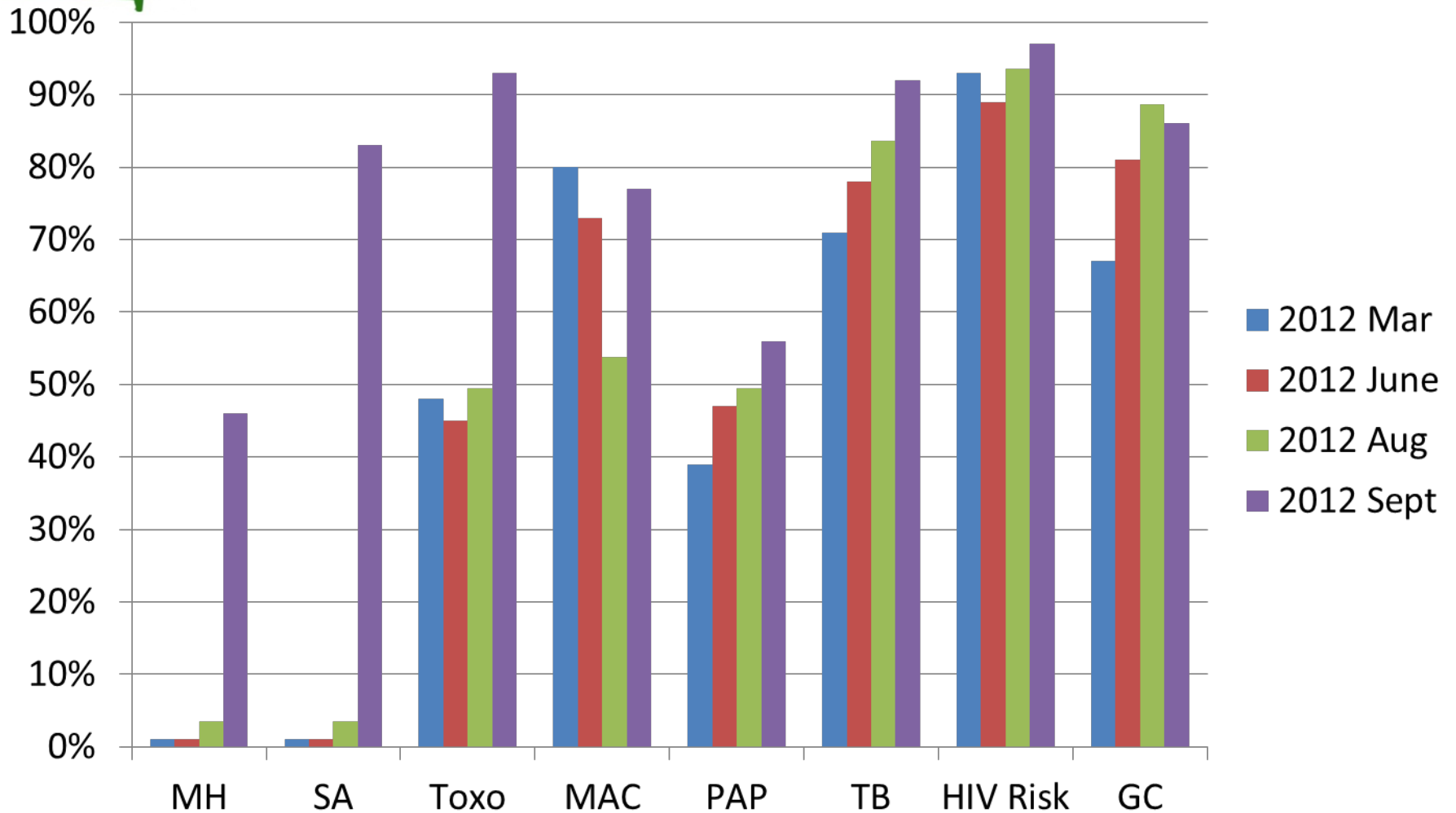




Bulloch Wellness



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Collaborative Questions and Discussion



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The Importance of DATA and Measuring Improvement



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Using Data

- Gathering good data and knowing how to use data are fundamental to knowing what needs to be changed and knowing if a change was an improvement.
- Most health departments are already quite familiar with data collection and reporting.
- Take advantage of the data that you are already collecting!
- Data-driven decisions are an essential component of QI.



The Importance of DATA and Measuring Improvement



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Establishing a Baseline

- In order to know whether the change you are making is an improvement, you need to know how your process is performing today.

- **Do we really have a problem?**
 - Your baseline or historical data can help you answer that question.

- **What problem do we really have?**
 - Root cause analysis.



The Importance of DATA and Measuring Improvement



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Understanding Variation

➤ Common Cause Variation

- Processes that exhibit common cause variation are called stable or predictable.

(For example, the amount of time it takes for a client to complete a form may vary effecting a total visit time measurement.)

➤ Special Cause Variation

- Processes that exhibit special cause variation are called unstable or unpredictable.

(For example, if the health department fire alarm went off this would cause a large increase in total visit time.)



The Importance of DATA and Measuring Improvement



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Control Charts or other data displays

- Study variations that are either systemic or incidental.
- Identify practices, challenges and problems that impede performance
- Identify need for changes in existing organization policy and procedures
- Identify need for new policies or procedures
- Identify deviations from organization policies and procedures



The Importance of DATA and Measuring Improvement



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QI Focus of Change

- Level of Change: Policy and Procedure
- Level of Change: Implementation of Policies & Procedures
 - Small Scale Rapid Cycle PDSA
 - Ownership of performance by everyone
 - Identify and correct problems ASAP
 - Organization Culture



The Importance of DATA and Measuring Improvement



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How will you know that a change is an Improvement?

- To answer that question you need good data and a strategy for testing your change. In some cases, you may be able to see improvement by observing the process but often a formal strategy is needed.
- For example:
 - Comparison or control groups;
 - Tracking trends over time;
 - Pre- and Post Tests.