

Sample Quality Improvement Plan

I. Purpose and Scope

This section should describe the purpose for the QI activities conducted by the health department, including a description of the scope of the activities. The scope may be as limited as conducting one or two quality improvement efforts or a comprehensive, formal initiative that is integrated across all sections of the health department. This section could also describe the alignment with other agency-wide policies such as the strategic plan and the community health improvement plan.

II. Structure

In this section, describe the structure in the health department for the oversight and direction of the QI activities. This may be as simple as having the QI team leader report progress to the agency leadership team or as formal as a separate committee for initiating, reviewing and recognizing QI efforts. The structure should support the alignment of agency-wide activities and the performance measurement processes.

Additional information could include the resources for conducting QI activities such as staff designated to work on QI activities and data analysis resources. The description should include an explanation of the roles and responsibilities of specific leaders and staff in the health department, including responsibilities for participation or leadership of the QI oversight group.

Potential attachments: QI Council Charter, QI organizational chart, diagram of QI activities related to strategic initiatives and/or health improvement plans.

III. Quality Improvement Activities

This section should list the various QI activities that could include individual QI efforts to address the results of the 2011 Standards review or numerous activities related to QI efforts, program evaluation results, outcome and indicator results review and action, QI training activities, communication plans, and recognition activities. The health department may also develop a QI Calendar that schedules each of the QI activities for review by the oversight group. QI projects can be described using the attached QI Project Description.

Potential attachments: QI oversight/review calendar, list of key program and health indicators monitored by the QI oversight group, and/or a template for QI project requests.

IV. Evaluation and Revision of QI Plan

This section should describe the process and frequency for review and revision of the QI Plan. Areas for review and revision could include the structure and resources for QI

activities, the extent of alignment with other agency-wide plans, progress toward targets and goals for program outcomes and health indicators, the accomplishments of QI projects and initiatives and the success of communication and recognition activities. If formal surveys of leadership and staff perceptions of QI culture and of the levels of QI knowledge and skills have been conducted for the agency, these results should be analyzed and included in the QI Plan evaluation.

Example of QI Calendar

Quality Improvement Calendar (2010-2011)				
	Staff Responsible	Completion Date	QIC Review Date	Additional Review Dates
A. Orientation Plan				
All employees	Executive Team, Managers, Supervisors	January 2011	February 2011	March 2011
B. Review of Policies/Procedures				
Develop review process policy	Executive Team, HR Manager	October 2010	November 2010	December 2010
Review existing polices/develop new policies	Managers, Supervisors	December 2010	January 2011	February 2011
C. Review QI Activities				
Human Resources Hiring QI Team	HR Manager	January 2011	February 2011	March 2011
Food Safety Inspection Reports QI Team	FSP Manger, Supervisors,	March 2011	June 2011	September 2011
E. Review of Health Indicators				
Five priority indicators (Review of WA State Health Indicators)	Executive Team, Managers, Supervisors, Assessment Staff	March 2011	April 2011	May 2011
F. Review of PHEPR After Action Reports				
G. Review of Public Health Standards Report				
H. QI Evaluation	Executive Team	January 2011	February 2011	March 2011
I. QI Plan	Executive Team,	January 2011	February 2011	March 2011 (BOH presentation)

Sample QI Team Project Description

<i>Project title:</i>	<i>Submitted by:</i>
<i>Briefly identify or describe the program, project or process that should be addressed:</i>	
<p><i>Project Identification:</i></p> <p><i>a. How did you determine that this was an issue for your health department?</i></p> <p><i>b. Did you use a method to prioritize this issue? Yes ___ No ___ If yes, please describe the method used.</i></p> <p><i>c. What resources and support will be needed to complete the project?</i></p>	
<i>What are we trying to accomplish? (A brief goal statement)</i>	
<p><i>How will we know that a change is an improvement? (These must be SMART objectives: Specific, Measurable, Achievable, Realistic, and Time bound)</i></p> <p><i>Long term:</i></p> <p><i>Medium term:</i></p> <p><i>Short term:</i></p>	
<i>What changes can we make that will result in an improvement? (Initial hypotheses and description of data needed to focus the project and the development of an intervention)</i>	
<i>Who should be on this QI team?</i>	<i>Who should lead this QI team?</i>