

QI 201 – Re-Engaging Staff by Making QI Approachable

Madison County Health Department (IL)



Rationale for QI 201 Training

WHO ARE WE:

Madison County Health Department (MCHD) is a small LHD staff serving a large population in the suburbs of St. Louis, MO/IL.

JOURNEY TO ACCREDITATION:

- MCHD has been building components to support each domain
- Awarded a 2014 NACCHO ASI Grant to focus on building our QI Process, Plan, and Council in which we strived to maximize involvement and representation across all divisions, while keeping management present at a representative level

STRUGGLES WE WERE FACING:

- Submission of QI Project Proposals had stalled
- Staff seemed to continue to struggle with QI basics
- Have not yet developed our Performance Measures

IDENTIFYING THE PROBLEM:

- QI Council has had several discussions about these concerns and possible solutions
- QI Council determined that additional training tailored to the specific needs of MCHD would be the best solution to move us in the right direction
- It had been 2 years since staff received the last in-person training which was new information and quite overwhelming at the time
- QI Council determined important aspects to cover and decided to develop and conduct the training themselves

Interactive Learning is KEY

The QI Council believes that giving employees knowledge, opportunity, setting, process and skills are foundations for success.

TRAINING FRAMEWORK: QI Council wanted to have an interactive, hands on training. We were given 3 hours during an All-Staff meeting and utilized a variety of learning methods and techniques to teach and illustrate core QI concepts, QI Project identification, engage staff, and help make the process relevant and relatable for them.

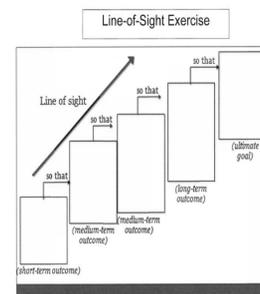


ACTIVITIES, EXERCISES, AND TECHNIQUES USED:

- Personal, relatable examples
- Elements of a QI Project
- PDSA – simple, colorful, key details
- Post-It Notes Activity
- Tennis Ball Activity
- Marshmallow Challenge Video

www.cynosurehealth.org/game-video-exercise/marshmallow-problem.html

- Line of Sight Exercise
- Motivational Quotes



Building the Next Step - Measures

The next step on our Journey to Accreditation is to develop our Performance Measures. During the training, we discussed the PHAB process and where we are in the process, Performance Management System, Performance Measures, how everything connects together, and our next step which is to develop Individual Measures. Later in 2016, we will work on developing Program, Division, and Department Level Measures.

MCHD's CURRENT PHAB DOCUMENT STATUS:

Green = Completed
Yellow = In Progress
Red = In the Planning Phase



CHALLENGE TO MCHD EMPLOYEES:

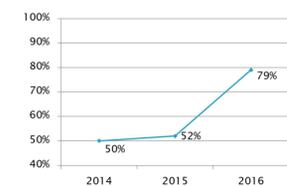
We emphasized that Quality Improvement is new to all of us and can be difficult to integrate into our established culture and work systems. We challenged employees to step outside of their comfort zone and embrace QI and the positive changes that they will see as a result of their efforts.



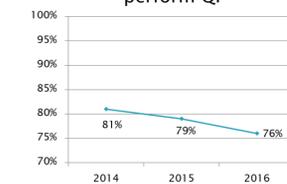
Results

Staff response was overwhelmingly favorable to this information and training style. QI Council members received verbal feedback for weeks after the training. A month after the training, we administered our annual QI Staff Survey which yielded two positive results connected to the training.

79% of staff feel they are trained in basic QI methods



76% feel they have the skills needed to perform QI



While the skills data seems to be trending down, we feel this response is a positive reflection of our online and in-person training efforts over the past 2 years in that staff recognize that the need continuous training.

These efforts also support one of our 2011 MCHD Strategic Plan goals which is to *Improve Quality and Outcomes of Programs and Services*.

