

# Oregon Quality Connection

Quality and accreditation news for the Oregon public health system



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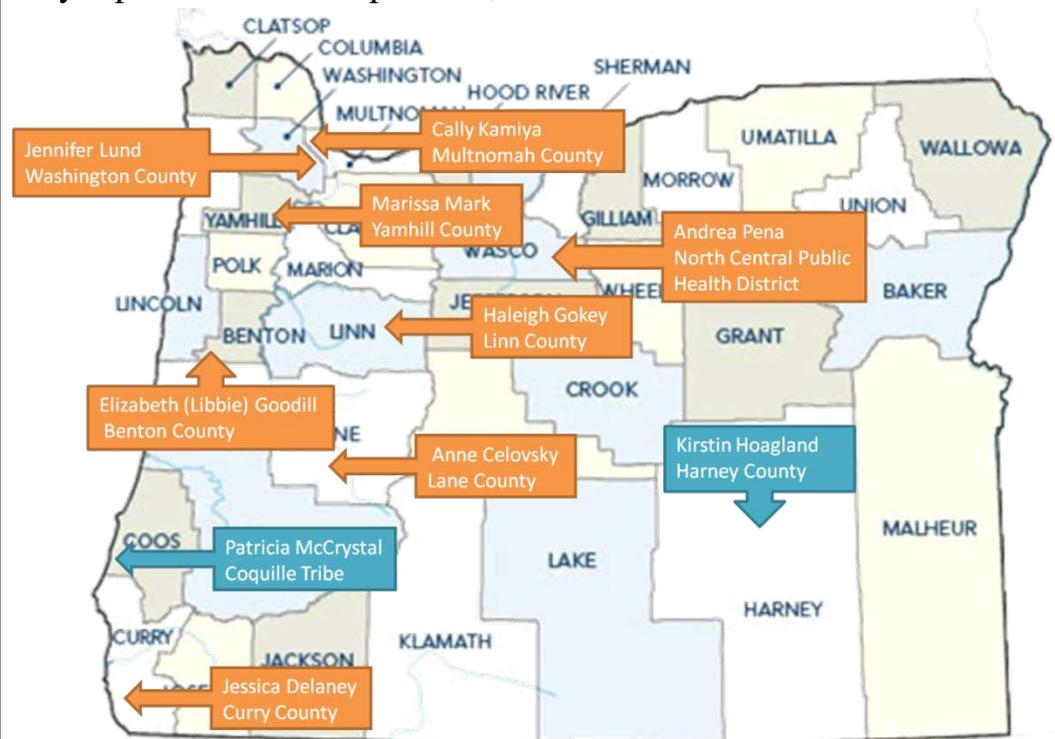
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The *Oregon Quality Connection* supports a culture of continuous improvement across the public health system by sharing success stories and best practices related to quality improvement, performance management, and public health accreditation. The newsletter is published by the Performance Management Program of the Oregon Health Authority Public Health Division.

## New VISTAs join accreditation project

Two new VISTAs joined local public health department accreditation efforts for the 2013–2014 year. Patricia McCrystal is working with the Coquille tribe in Coos Bay and Kirstin Hoagland is in Burns with the Harney County Health Department.

There are currently 10 VISTAs in the Oregon AmeriCorps VISTA/Medical Reserve Corps (MRC) and Accreditation Partnership Project. See the location of these VISTAs and the health departments they represent in the map below, new members are in blue.



Want to learn more about the Oregon AmeriCorps VISTA/Medical Reserve Corps program? Please contact [Akiko.Berkman@state.or.us](mailto:Akiko.Berkman@state.or.us)

## Public health system improves access to prenatal care

Operating through a partnership between state and local governments, the Oregon MothersCare (OMC) program supports healthy pregnancies by improving early access to prenatal care. Twenty-eight OMC sites in 23 Oregon counties act as the “Front

## OMC pilot sites

*Clackamas County Health Department*

*Linn County Health Department*

*Klamath Open Door*

*Lane County Health Department*

*Coos County Health Department*

*Jackson County Health Department*

## OMC results

- 44% decline in missing information (Q1 2012–Q1 2013)
- Reduction in time receiving, logging and verifying information
- Happy staff

## Special congratulations!

*Washington State Department of Health*

*Spokane Regional Health District*

Door” for pregnant women.



**Oregon MothersCare**  
supporting healthy pregnancies

In September 2012, OMC began an improvement project to reduce the time to enroll clients in the program. The paper-based system required clients to complete a paper form and submit it to one of 28 OMC sites. This process created significant delay, resulting in pregnant mothers not receiving services in a timely manner.

Goals for the improvement included:

- Reduce time between initial date of OMC service to initial date of prenatal care to an average of two weeks;
- Reduce the average time between initial Oregon Health Plan (OHP) application and OHP approval to five days from receipt of application;
- Reduce staff time on retrieving missing information by 10 percent; and,
- Increase the percentage of a county’s pregnant population receiving OMC services.

Improvement activities included: creating a swim lane process map of the workflow, brainstorming potential improvement solutions, and piloting a new online-based system.

The new system was rapidly developed and piloted with the stakeholder group. The group provided constant feedback on the new system’s functionality and after several alterations, the pilot ended. However due to tremendous success, piloting counties continued using the new system while statewide implementation was planned. Stakeholder group members also were able to act as cheerleaders and trainers for remaining sites.

## National accreditation update

We are excited to announce that 11 public health departments have become the first to achieve national accreditation status. In February 2013, the Public Health Accreditation Board (PHAB) accredited:

- Comanche County Health Department (Lawton, Okla.);
- Franklin County Health Department (Frankfort, Ky.);
- Livingston County Department of Health (Mt. Morris, N.Y.);
- Northern Kentucky Independent District Health Department (Edgewood, Ky.);
- Oklahoma City-County Health Department (Oklahoma City, Okla.);
- Oklahoma State Department of Health (Oklahoma City, Okla.);
- Spokane Regional Health District (Spokane, Wash.);
- The Public Health Authority of Cabarrus County, Inc. d/b/a

## Oregon PHD documentation scorers

- ★ Valerie Aliski
- ★ Alison Babich
- ★ Sara Beaudrault
- ★ Kristen Becker
- ★ Karen Bettin
- ★ Janet Brock
- ★ James Burke
- ★ Candy Cates
- ★ Leela Coleman
- ★ Emilee Coulter-Thompson
- ★ Heather Crawford
- ★ Margaret Cunningham
- ★ Lesa Dixon-Gray
- ★ Casey Eastman
- ★ Lashanda Eller
- ★ Lydia Emer
- ★ Andrew Epstein
- ★ Matt Gilman
- ★ Phyllis Lebo
- ★ Rick Leiker
- ★ James Macpherson
- ★ Lisa Moffatt
- ★ Patricia Newman
- ★ Jan Payne
- ★ Lari Peterson
- ★ Eric Pippert
- ★ Tasha Poissant
- ★ Linda Reynolds
- ★ Becky Seel
- ★ Karen Smith
- ★ Laurie Smith
- ★ Anna Stiefvater
- ★ Amanda Timmons
- ★ Lesli Uebel
- ★ Miki VanHouten
- ★ Kathleen Vidoloff
- ★ Allan Visnick
- ★ Collette Young

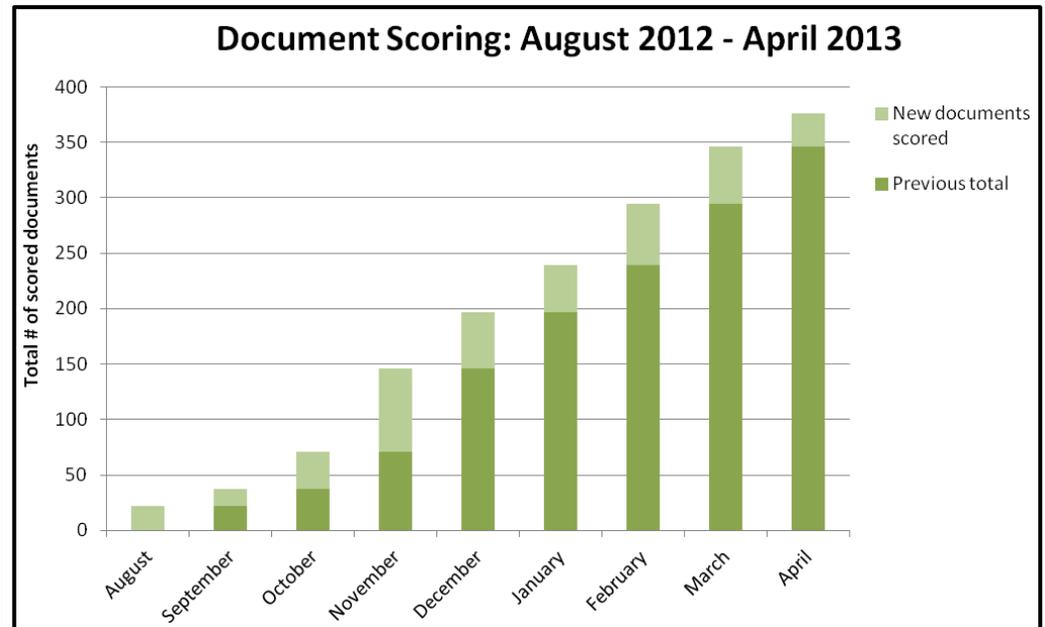
Cabarrus Health Alliance (Kannapolis, N.C.);

- Three Rivers District Health Department (Owenton, Ky.);
- Washington State Department of Health (Olympia, Wash.);
- West Allis Health Department (West Allis, Wis.).

Congratulations to the newly accredited departments!

## PHD accreditation: Heroes in our midst

During the past six months 38 devoted Public Health Division (PHD) staff volunteered more than 230 hours supporting PHD's accreditation efforts. Every document included in PHD's accreditation application is reviewed by a committee of scorers before being submitted to PHAB. PHD's documentation scoring superheroes have assessed hundreds of documents totaling thousands of pages, ensuring they meet or exceed PHAB accreditation requirements. They have selflessly braved eyestrain and caffeine overload in their noble quest. The Performance Management Program thanks all the document scorers for their superhero-sized effort! If we could, we would send you all a cape.



PHD documents scored as of April 2013

PHD employees interested in becoming an accreditation scorer (aka a superhero) are encouraged to contact: [Anona.E.Gund@state.or.us](mailto:Anona.E.Gund@state.or.us)

## 2013 Oregon Public Health Week is a resounding success

*Kim Krull, Oregon Public Health Association*

The 2013 Oregon Public Health Week was a diverse collection of exciting events around the state. Beginning with a Capitol visit day in Salem, Oregon public health partners set up displays at the Oregon

## Public Health Week extends its reach

The 2013 premier Public Health Week event, *An evening with Michael Moss*, was the first ever Public Health Week event for 72% of survey respondents. This represents a significant change from 2012, when only 22% of respondents reported that the premier Public Health Week event was their first Public Health Week event.

## Call for articles

Does your local health department or public health program have a quality improvement success story that you would like to share?

Please email Matt Gilman at [matt.s.gilman@state.or.us](mailto:matt.s.gilman@state.or.us) to enter your story in a future newsletter.

State Capitol to educate visitors and policy makers about the importance of public health. Marion County continued the public health celebration in Salem with an I Love ME (Moving & Eating) walk around the Capitol April 2. The benefits of healthy diet and exercise were shared with over 200 people who showed up to participate in Zumba fitness on the Capitol steps and a walk around the Capitol area.

The premier event of Oregon's Public Health Week was *An Evening with Michael Moss*. More than 250 people visited Oregon Health & Science University (OHSU) the evening of April 4 to hear the Pulitzer Prize-winning journalist and author of *Salt, Sugar, Fat: How the Food Giants Hooked Us* give an eye-opening presentation. Attendees participated in a thought-provoking audience discussion, book signing and reception. Additionally, OHSU hosted a viewing of the award-winning documentary film *Escape Fire: The Fight to Rescue American Healthcare*. An audience discussion of the film was led by Dr. Chuck Kilo, OHSU chief medical officer. The film was also screened at Portland State Office Building (PSOB) where Dr. Ken Rosenburg led the audience discussion.

PSOB was home to many other public health events throughout the week covering a wide range of public health topics. Concluding the week, the Oregon Master of Public Health Program featured a student poster showcase. Students displayed posters and discussed their research and findings with visitors.

For more information about Oregon's Public Health Week, visit <http://www.oregonpublichealth.org/public-health-week>

## PMP welcomes Kristen Becker

The Performance Management Program (PMP) is pleased to introduce our newest team member, Kristen Becker. Kristen joined PMP April 3 for a six-month rotation coordinating implementation of the PHD Strategic Plan.



Prior to joining PMP, Kristen worked with PHD's Maternal and Child Health (MCH) Program in the Assessment, Evaluation and Informatics Unit. While with MCH, Kristen worked on multiple evaluation and survey analysis projects, including the Early Hearing Detection and Intervention (EHDI) program; Maternal, Infant, and Early Childhood Home Visiting; First Tooth; and Oregon Kids Healthy and Safe. Kristen also gained vital project experience through her role as "air traffic controller," scoping all requests for assistance from her unit. As an additional perk, Kristen has been part of the team scoring documents for PHD

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Anona.E. Gund  
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**Performance Specialist**

accreditation. Kristen has an M.P.H. and an M.S. in agriculture, food, and the environment, both from Tufts University.

Kristen's unique blend of data skills, evaluation experience, organization, and humor will be invaluable as we begin moving our strategic planning work forward across 11 priority areas.

For details on the priority areas Kristen coordinates visit:

<http://public.health.oregon.gov/About/Documents/phd-strategic-plan.pdf>

**New resource for QI stories is introduced**



The Robert Wood Johnson Foundation has launched the Public Health Quality Improvement Exchange (PHQIX). State and local QI practitioners worked with national partners to build a centralized communication hub dedicated to supporting quality improvement efforts in public health practices throughout the United States.

Take a moment to explore what other public health agencies are doing at <https://www.phqix.org/>

## Contact us:

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This document can be provided upon request in alternative formats for individuals with disabilities or in a language other than English for people with limited English skills. To request this form in another format or language, email [matt.s.gilman@state.or.us](mailto:matt.s.gilman@state.or.us), or call 503-731-3088 (voice) or 971- 673-0372 (TTY).