

Oregon Quality Connection

Quality and accreditation news for the Oregon public health system



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

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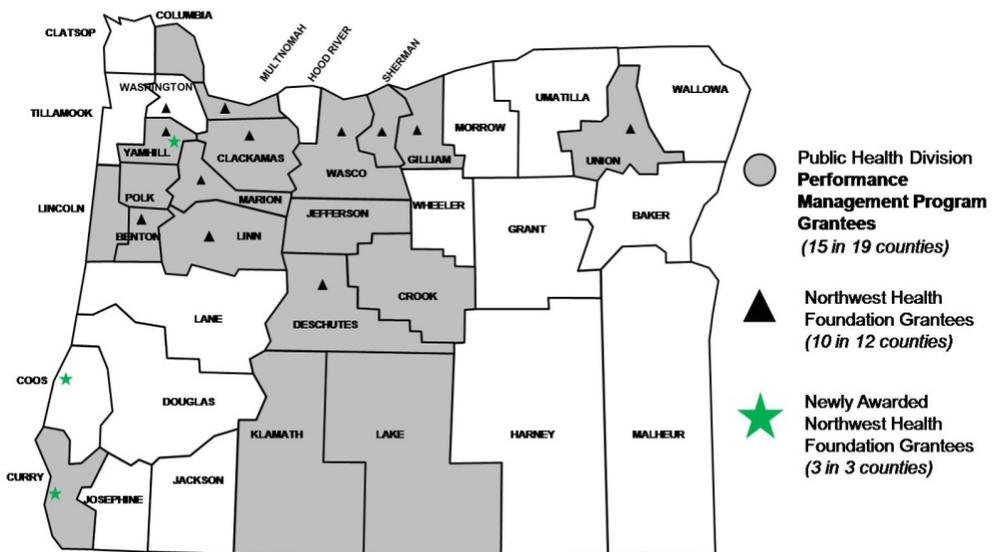
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Northwest Health Foundation award announcement

Northwest Health Foundation (NWHF) has awarded three new public health infrastructure grants to local health departments for financial and technical support of public health accreditation efforts. Coos, Curry and Yamhill county health departments received the first round of awards June 15, and a second round of awards will be announced Sept. 21. Nineteen county health departments (map below) had received funding from the Northwest Health Foundation and Public Health Division in 2011 to advance accreditation efforts.

The Foundation recognizes that achieving accreditation may be a means to engage with Coordinated Care Organizations (CCOs), which is why the grant also supports activities for health departments to effectively and strategically engage CCOs. For more information about this grant, visit the NWHF website at nwhf.org or email Alejandro Queral at aqueral@nwhf.org.

Oregon Accreditation Readiness Grants 2011 – 2012



Oregon Accreditation Readiness Grantees

Benton County Health Department

Central Oregon Consortium of Crook, Deschutes and Jefferson counties

Clackamas County Public Health

The Public Health Foundation of Columbia County

Curry County Health and Human Services, Public Health Division

Klamath County Department of Public Health

Lake County Public Health

Lincoln County Health and Human Services Department, Public Health Division

Linn County Department of Health Services

Marion County Health Department

Multnomah County Health Department

North Central Public Health District

Polk County Public Health

Center for Human Development, Inc., Union County

Yamhill County Public Health

■ Oregon counties accreditation update

Throughout Oregon, accreditation and quality improvement work continue to move forward. Three Oregon counties, Crook, Deschutes and Marion, have successfully submitted their applications for accreditation to the Public Health Accreditation Board (PHAB) and plan to complete in-person training with PHAB by July. In addition to these successes, a few other local health departments have submitted Statements of Intent (SOI) to apply for accreditation to PHAB. They are: North Central Public Health District, Clackamas County, and Union County.

In addition to the successful submission of applications and SOIs, local health departments continue to move forward with their Community Health Assessments, Community Health Improvement Plans, and Strategic Plans. For more information, email Matt Gilman at matt.s.gilman@state.or.us.

■ Public Health Division accreditation update

Activities in support of the Public Health Division's application for national accreditation are under way! More than 100 people from 26 organizations participated in eight groups that began defining targets and strategies for our strategic plan's priorities. Their thoughtful input will be built into the draft plan, which will be available for public comment during the summer.

The statewide Community Health Assessment and state-level Community Health Improvement Plan are also progressing. Listening sessions were held in Portland and La Grande to gather community input for addressing Oregon's most pressing health concerns.

The Public Health Division has formed an Accreditation Steering Committee to help identify where to find documentation that demonstrates compliance with accreditation standards and measures. Many thanks to Collette Young, Eric Pippert and Karen Bettin for sharing your time and experience! Performance Management Program staff will be reaching out to programs for these documents over the next few months, as we prepare for a site visit next year. For more information, email Anona Gund at anona.e.gund@state.or.us.

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Quality improvement (QI) success stories

Local spotlight: Quality Improvement (QI) in Columbia County



Staff from the Public Health Foundation of Columbia County (PHFCC) have participated in several QI trainings and projects during the past five months. The Accreditation Coordinator also has attended state QI training in order to develop a training approach. Using these presentations as a model, PHFCC dedicated a staff meeting to an overview of QI. The following staff meeting was dedicated to reviewing QI basics, and completing root cause analyses of real-office concerns. At the second meeting, three QI issues were identified, and subcommittees were formed to address each QI opportunity. By the third monthly staff meeting, two of the committees proudly presented new procedures for biohazard pickup, plus a new form and process for scheduling time off. The third committee took on the much larger issue of preventing short-staffing in the front office, and they continue to meet with Administration and Fiscal Services to identify solutions. For more information, email Sherrie Ford at sford@tphfcc.org.

State spotlight: Senior Farm Direct Nutrition Program (SFDNP)



The SFDNP gives seniors additional access to nutritious food and nutrition education, while supporting local farmers and farmers markets. The Oregon Health Authority Public Health Division's Women, Infants and Children Program (WIC) administers the nutrition program in partnership with the Oregon Department of Agriculture (ODA) and Department of Human Services Aging and People with Disabilities (APD).

Because of centralization of certification and benefit issuance at the state level, SFDNP processes are vulnerable to inefficiency. An improvement team, with representatives from ODA, WIC, APD, Oregon Hunger Taskforce, Partners for a Hunger-Free Oregon, and Oregon Food Bank met to identify potential program improvements. For the 2012 season, identified improvements streamlined the senior certification process to ensure seniors know sooner if they will receive SFDNP benefits, and to mitigate inequities from the previous process. Additional improvements are planned for the 2013 season. For more information, email Spencer Soderlind at spencer.soderlind@state.or.us.



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 Anona Gund at anona.e.gund@state.or.us to enter your story in a future newsletter.

Trainings and resources

CLHO First Tuesdays Accreditation Webinar Series

Webinar #5: Domains 9 – 12

Tuesday, Aug. 7, 2012, 9 a.m. – 11 a.m.

Please email erin@oregonclho.org to register for the 4th webinar in the five-part series. More information about this and previous webinars are posted on the accreditation blog:

<http://www.oregonclho.org/accreditation-blog.html>.

The blog is a place where Oregon local health departments can share stories, helpful resources and what they have learned during the public health accreditation process.

Quality Improvement Readiness Toolkit

This toolbox aids public health departments in identifying where their agency is in terms of "quality improvement readiness." For staff already trained in, and those new to, quality improvement (QI), it provides QI tools for problem statement synthesis, root cause analysis, process mapping, performance measure synthesis, and project prioritization. Download the toolkit by clicking on the Quality Improvement link on the Performance Management Program website: www.healthoregon.org/accreditation.

For more information, email Matt Gilman at matt.s.gilman@state.or.us.

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