

Oregon Quality Connection

Quality and accreditation news for the Oregon public health system



August 2013 | Volume 3: Issue 3

In this edition:

Message from Interim Deputy Public Health Director...1

Performance Management Program staffing update...2

Conference of Local Health Officials launches new improvement tool...3

Mock site visit review with Clackamas and Marion counties...3

Training and Resources...5

This newsletter is supported by funds made available from the Centers for Disease Control and Prevention, Office for State, Tribal, Local and Territorial Support, under grant number 5U58CD001311.

Message from Bobby Green, Sr., Interim Deputy Director, Public Health Division



I want to congratulate Oregon's public health system for all the work that has been done to date to support accreditation at the state and local levels. Several local partners and the state Public Health Division are very close to submitting their documentation to the Public Health Accreditation Board (PHAB). Many others are hard at work on community health assessments and community health improvement plans to not only support accreditation, but also coordinated care organizations in their communities.

The Oregon Health Authority (OHA) supports accreditation efforts throughout Oregon's public health system and is committed to the Public Health Division's (PHD) accreditation journey. This fall PHD will reach a significant milestone as we submit our final documentation to PHAB in preparation for our site visit in 2014. This journey is an exciting one that enables us to recognize what we do well and also where we can do better.

Public health matters. Ensuring safe drinking water, establishing tobacco free environments, quickly responding to disease outbreaks, promoting access to nutritious foods, and supporting healthy pregnancies are just a few of the many significant contributions the public health system makes to a healthy Oregon. With your help, the vision of better health, better care and lower costs is possible. Thank you for the work you do.

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.

Performance Management Program staffing update

In our last issue, we introduced our program's new metrics analyst, Kristen Lacijan, and we already have more staffing news to share!

On July 1, Lydia Emer began a new job as manager of the Oregon Immunization Program. Lydia has been an integral part of building the Performance Management Program, and her thoughtful work has shaped the direction of both the team and the entire performance management system. She will be missed, but we are excited that the new position is such a wonderful opportunity for her.

Danna Drum accepted a job rotation as Performance Management Program manager and brings a wealth of knowledge and experience to her new role. Danna is very enthusiastic about accreditation and quality improvement work. In her previous position, Danna managed the Chronic Disease Programs within the Health Promotion and Chronic Disease Prevention Section, and she has experience working with our team as a strategic plan champion. Welcome, Danna!

In other staffing news, Sarah Apodoca, our fearless accreditation document researcher and preparer, has accepted a job with the Women, Infants and Children (WIC) Program, effective July 29. We will miss Sarah's work ethic, attention to detail, her willingness to lend a hand, and her great sense of humor. We know that WIC is lucky to have her!

Lastly, we are thrilled to welcome our newest and smallest team member, Rainer John Gund. Rainer was born June 19 to Accreditation Specialist Anona Gund and her husband, Alex. Rainer weighed in at a



perfect 7 pounds, 8 ounces, and has been accredited as 100% adorable. Anona will be on parental leave until late September, and while she is out, Niani Dunner has started on a three-month job rotation, so we can keep the accreditation momentum rolling. Niani comes to our program from WIC, and her strong organization skills and ability to learn quickly will be great assets to our team. Please contact Niani for all matters related to accreditation.

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
- ★ Nadege Dubuisson
- ★ 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

CLHO launches new quality improvement tool

Last month, we introduced a new quality improvement project-sharing tool called the Public Health Quality Improvement Exchange, or PHQIX. This tool allows users to submit quality improvement projects and share lessons learned and best practices. If you haven't had a chance to check it out, you definitely should.

Similarly, the Conference of Local Health Officials (CLHO) also is in the process of developing a database that will house many quality improvement projects going on throughout the public health system in Oregon.

With feedback from several Oregon local public health departments, former CLHO intern, Wendy Kane, discovered that the number of quality improvement tools and templates available was overwhelming and that a "one-stop shop" would be extremely helpful.

This comprehensive workbook can be used to accommodate all types of quality improvement initiatives. Common fields are linked, so once a piece of information is entered on one template, information will be carried on to other templates within the same workbook. Ultimately, this will create consistency and make the workbook easy to use.

Currently, CLHO and a Web developer are endeavoring to house the workbook on the CLHO homepage. In addition, there are plans to incorporate ASTHO's (Association of State and Territorial Health Officers) Return on Investment (ROI) Calculator. Stay tuned for more information on this great tool!

Mock site review

National Public Health Accreditation quickly is becoming a priority for many health departments in Oregon.

Approximately 10 of the state's 34 local health departments are getting close to submitting



In May, Marion and Clackamas counties met to begin a mock site review.

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 to enter your story in a future newsletter.

Performance Management Program contacts:

Danna Drum
Performance Improvement Manager

Kristen Lacijan
Strategic Plan Coordinator

Matt Gilman
Quality Improvement Specialist

Anona Gund
Performance Specialist

Niani Dunner
Accreditation Specialist

documentation and are preparing for accreditation site reviews.

Local health departments have been considering ways to prepare for the review process. Marion County Health Department (MCHD) and Clackamas County Public Health Division (CCPHD) conducted a collaborative pilot project — a mock accreditation site review of each other's health departments. In May, MCHD submitted their documentation to a small team of "site reviewers" at CCPHD. The Clackamas team conducted a one-day visit to discuss their documentation review findings and learn about MCHD by meeting with staff, leadership and community partners. This process helped develop stronger local partnerships across the two counties and provided MCHD staff with an objective evaluation of their documentation. In September, the Marion County team will conduct a site review of CCPHD.



In September, the Marion County team will conduct a site view of CCPHD.

As part of the mock site review, CCPHD provided their time and expertise to Marion County by reviewing their accreditation documentation, including their Community Health Assessment and Community Health

Improvement Plan; visiting and conducting interviews relevant to each accreditation standard;

and providing a final report highlighting areas of strength and opportunities for improvement.

In developing this process, we brought together leadership from both counties to establish mutual expectations, developed a one-day agenda that aligned with the Public Health Accreditation Board site review expectations, developed tools for documentation review and scoring, and developed interview questions for use during the review with health department staff, community partners and members of the Board of Health.

We have found this process to be beneficial in preparing for the PHAB accreditation site review; it has enabled Marion County Health Department to identify opportunities for improvement across their work and increase staff engagement in the accreditation process. Please contact Erin Mowlds at erin@oregonlho.org if you would like more information about working with another local health department

to conduct a mock site review at your health department.



Do you have a QI story you would like to share?

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:

OHA Public Health Division
Performance Management
Program
800 N.E. Oregon St., Suite 930
Portland, OR 97232
Phone: 971-673-1223

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, or call 971-673-1329 (voice) or 971- 673-0372 (TTY).