

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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First Oregon county set to submit accreditation Statement of Intent

Jennifer Chaney, Accreditation Coordinator and WIC Program Supervisor, Crook County Health Department

Crook County Health Department has been very focused on completing the prerequisites to apply for public health accreditation. We are working with Deschutes and Jefferson counties to complete our community health assessment, and the Central Oregon Health Board will hire someone soon to write our health improvement plan through a grant. All staff met and worked on our strategic plan over the holidays, and our goal is to have everything completed by the end of March 2012. Crook County will turn in our Statement of Intent to the Public Health Accreditation Board in the next few weeks, and we hope to apply for accreditation by July 2012. For more information, please contact Jennifer Chaney at jchaney@h.co.crook.or.us or 541-447-5165 extension 208.

CLHO supports local accreditation

Erin Mowlds, Local Accreditation Manager, Coalition of Local Health Officials



As part of the Infrastructure grant, I was hired to support and provide technical assistance to all Oregon local health departments (LHDs) during their accreditation preparation. My position supports the local public health system in moving forward with quality improvement and other accreditation efforts.

I recently conducted a baseline assessment of LHD accreditation status, including training and resource recommendations based on the needs identified by LHDs. I work closely with the Performance Management Program and co-facilitate the statewide Accreditation Work Group. I have begun scheduling trainings and regional meetings with LHDs and will start a webinar series in February. I hope to be a helpful resource to LHDs as they progress toward accreditation. Please feel free to contact me anytime at erin@oregonclho.org or 541-280-6400.



Grantees include:

- 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
- 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

For more information:
www.healthoregon.org/accreditation

Oregon counties progressing toward accreditation

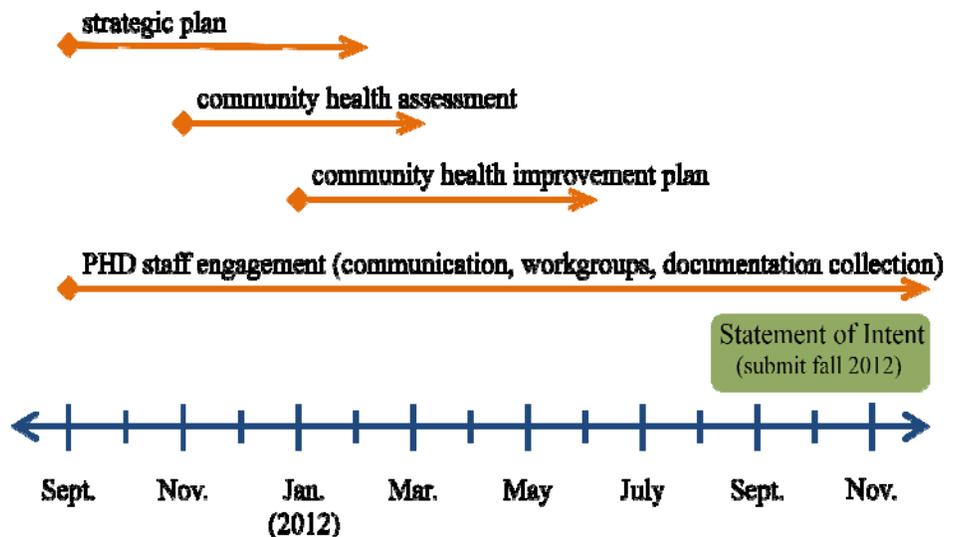
The Performance Management Program awarded 13 grants to 15 counties for accreditation preparation. These counties are completing prerequisites and collecting documentation. Eighty-three percent of the grantees have changed or are in the process of changing their infrastructure, policies and/or practices to meet the standards and measures. Marion County, for example, is developing a policy for document management including format, retention and periodic review. Counties are also practicing quality improvement (QI) activities and building QI processes into practice. Of these grantees, 66 percent have already applied QI in their health department. Linn County has reestablished its QI committee and developed a QI member handbook. Please contact MaiKia Moua if you have any questions about local accreditation activities within our grantee community:

maikia.k.moua@state.or.us

Public Health Division accreditation update

The Oregon Public Health Division plans to submit a Statement of Intent to apply for national public health accreditation no later than fall 2012. In preparation, we will complete our three prerequisites for accreditation — a community health assessment, community health improvement plan, and Public Health Division strategic plan — by the end of this summer. The strategic plan is currently on track for completion in the first quarter of 2012, and we are in the initial phase of our contracted work with Oregon State University for our community health assessment. Additionally, the contract solicitation period is now complete for the community health improvement plan. PHD staff has been, and will continue to be, involved in developing our prerequisites. Staff input will be especially critical as we assess how well the division meets the required standards and measures, and where we have opportunities to improve and share best practices. For more information, please contact Anona Gund: anona.e.gund@state.or.us

PHD Timeline to complete accreditation prerequisites



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Quality Improvement
Specialist (PHD focus)

Quality improvement (QI) success stories

Local spotlight: QI at Yamhill County Health Department

Quality improvement (QI) can often take many shapes and forms. Sometimes it looks like a multi-day improvement event during which a dedicated team focuses its efforts to improve one process. At other times, a group may take several weeks or months to conquer a process improvement with support of a QI coach.

Recently, Yamhill County Health Department used an approach that blended these two options. During a daylong meeting, three different groups built three separate process maps to use on their improvement adventure. The maps detailed the steps in the processes of school law exclusion, internal communication/information sharing, and family planning intake. With these maps completed, the groups are well on their way to identifying both the value and the waste in all of these processes. To request QI assistance in your county, please contact Matt Gilman:
matt.s.gilman@state.or.us.

State spotlight: Health Security, Preparedness and Response Program (HSPR) increases agility with QI

Allan Visnick, HSPR All Hazards Planner

The Health Security, Preparedness and Response Program (HSPR) plans and procedures library was more than 1500 pages and scattered across dozens of individual files. Issues included difficulty maintaining a standard format that met state and national standards, tracking and performing format and content changes on individual documents, inability to rapidly apply changes to multiple documents, and difficulty in cross-referencing and indexing. These shortcomings were highlighted during the 2009 H1N1 pandemic response. As a result, HSPR decided that a more effective platform was needed to develop and maintain the HSPR library, and that planning needed to migrate from incident- to capabilities-based planning. HSPR needed to adopt a tool allowing standardization, ease and consistency of formatting and security in a cost-effective manner.

HSPR staff, led by Mike Kubler along with Randy Shaw and Allan Visnick, reviewed several programs for managing complex technical manuals and identified Adobe FrameMaker®. The program was selected, piloted, validated and purchased, with plan and procedure rewrites ongoing since that time. While no dollar savings have been attached to adopting FrameMaker, staff time for making changes has dropped from days to minutes. The library has been greatly improved through interactive indexing, table of contents, and library-wide format consistency. These improvements will allow HSPR to respond more quickly to future health and medical emergencies.

Trainings and resources

E-learning modules available to download at www.healthoregon.org/accreditation.

- **Introduction to Accreditation**
 - Accreditation concepts, value and process (15 minutes)
- **Introduction to Quality Improvement**
 - QI concepts, history and application (20 minutes)

CLHO First Tuesdays Accreditation Webinar Series

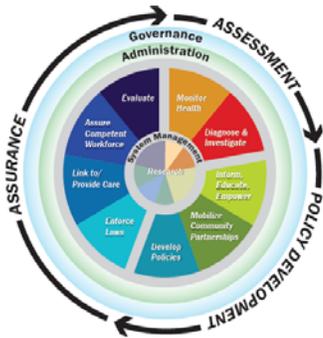
Webinar #1: Introduction to Accreditation and Quality Improvement

Tuesday Feb. 7, 2012 9 a.m.–11 a.m.

Please email erin@oregonclho.org to register for the first webinar in the five-part series.

More information about this webinar will be posted soon at <http://www.oregonclho.org/accreditation-blog.html>.

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



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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 Sarah.C.Apodaca@state.or.us, or call 971-673-2965. (voice) or 971- 673-0372 (TTY).