

Oregon Quality Connection

Quality and accreditation news for the Oregon public health system



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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.

Performance Management System Rollout in the Public Health Division

Throughout the last few months, representatives from the Public Health Leadership Team, Oregon Health Authority (OHA), Mass Ingenuity and the Performance Management Program have been heavily involved with the development of the Performance Management System for the Public Health Division (PHD). The Performance Management System connects the important work we do in the PHD to OHA's core processes.



Several key measures have been identified and correlated to both the Ten Essential Services of Public Health and the current PHD Strategic Plan. Currently, individuals who will develop measures and the definition of those metrics are being identified. The goal is to create a performance management system that allows us to identify successes and find opportunities for improvement. The performance management system will also help to achieve better health outcomes for all Oregonians.

During 2014, we will continue to establish the performance management system at the division level. Later in the year we will expand this work to sections and programs, building upon the performance measures that sections have been reporting since late 2012.

Have a QI story you would like to share?



The Public Health Quality

Improvement Exchange (PHQIX) is 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 throughout the nation are doing at:

<https://www.phqix.org/>

Do you have a quality improvement or accreditation success story that you would like to share?

If so, email Matt Gilman at: matt.s.gilman@state.or.us to have your article included in a future newsletter.

Quality improvement at Clackamas County

Clackamas County Public Health was awarded funding in November 2013 by the National Network of Public Health Institutes to conduct a kaizen event.

A kaizen event is a team-based approach that steps through all phases of the quality improvement cycle in an effective and rapid fashion. Kaizen events are performed at the worksite by those doing the work.

Clackamas County will conduct their kaizen event to address a gap identified within their client feedback process at the end of February. The event is to address ways to increase the amount of feedback gathered from clients to make improvements. While a formal policy was created with the public health division's QI Committee in January 2013, it has become apparent that the specific process of gathering client feedback across all of the division's programs and services has not been fully addressed. As a result, it has become a challenge to adequately review the customer satisfaction process and make improvements.

Clackamas County is striving to increase client feedback received across all of the division's programs and services so that:

- Division improvements stem from and focus on client satisfaction;
- Clients receive quality services that meet their unique needs;
- Clients know they have an avenue to provide feedback to the Public Health Division;
- Clients feel confident their feedback will help shape improvements to the services provided by their local health department;
- Staff gain knowledge and experience in implementing QI projects; and
- Staff are aware of the process to solicit feedback from the individuals they serve.

Clackamas County will measure their success by the number of completed client feedback forms and division improvements implemented based on feedback received each quarter.

Content in this article was provided by Philip Mason, QI Coordinator at Clackamas County Public Health Division.

Performance Management Program contacts:

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Accreditation Work Group

Health department staff that are interested in learning more about or are involved in public health accreditation efforts are welcome to join Oregon's Accreditation Work Group (AWG). The next AWG bi-monthly meeting will be Monday, April 14 at 1:30 pm. Contact Kathleen Johnson (kathleen@oregonclho.org) or Anona Gund (anona.e.gund@state.or.us) for more information about joining.

State accreditation update

The Oregon Public Health Division's accreditation efforts, with new Public Health Director Lillian Shirley on board, continue to move forward. The final documentation will be submitted in March and then the division will prepare for its Public Health Accreditation Board (PHAB) site visit. Based on the most recent public comment period for Oregon's Healthy Future (OHF), the state health improvement plan, the division recognizes areas that can be built upon further, as well as more opportunities for engaging external partners across the state, including Coordinated Care Organizations.

To stay up to date on OHF and the division's public health planning activities, visit our website at www.healthoregon.org/about. For more information about the division's accreditation efforts, contact Anona Gund at anona.e.gund@state.or.us.

Work force development news

As the role of public health in a transformed health system evolves, so must our work force. The services public health provides will continue, but may look different. This changing landscape requires a nimble work force that is knowledgeable, competent and able to manage change. In addition, public health may see 20 percent of its work force retire in the next four to five years. The current work force will need to take on different roles in the future, but the incoming work force must also be prepared to meet challenges.

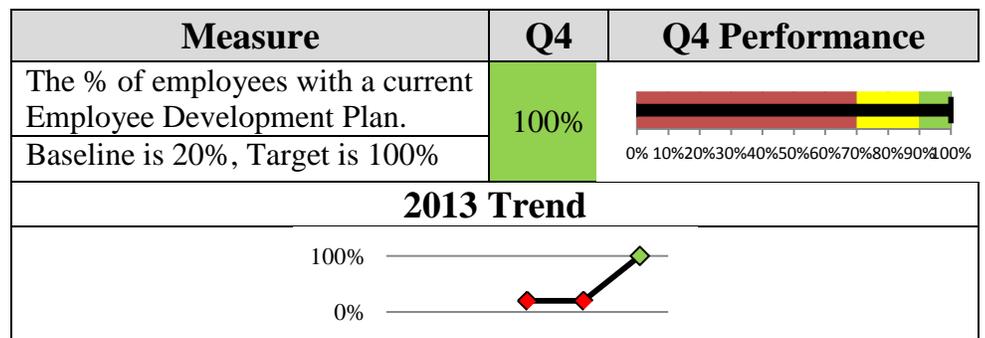
Consequently, the Joint Leadership Team (Executive Committee for the Conference of Local Health Officials and Executive Leadership from the Public Health Division) has identified work force development as a strategic priority.

To support the priority area, the PHD Performance Management Program will be staffing a new Public Health Work Force Development Work Group comprised of local, state, tribal, academic and other public health stakeholders to develop a plan and recommendations for addressing current and future needs. This will begin to ramp up in late Winter/early Spring 2014. We look forward to sharing the progress of this group in future editions of this newsletter. For more information please contact Danna Drum at danna.k.drum@state.or.us.

Displaying data in new ways

Are you looking for a way to display data in a way that is concise, visually appealing and shows progress towards targets? A high-quality data dashboard can meet all of these needs. A data dashboard is simply a visual way to provide a data summary. The term 'dashboard' comes from the dashboard of a car. The data dashboard has the same intent; to show many pieces of information quickly and informatively. Dashboards frequently use a red/yellow/green color scheme to show which measures are on track and which need more work. Although a data dashboard may contain many pieces of information, it should still be easy to understand.

The Public Health Division Performance Management Program has compiled data dashboards for programs' quarterly performance measures. Each dashboard lists the program's measures: the current quarter's data, a chart indicating if the current quarter's data meets the target (green zone), is within 20% of the target (yellow zone) or is further than 20% from the target (red zone), and a small trend chart that shows data for the past three to four quarters. An example row is seen below. If you want more information about creating one of these graphs, please visit: : <http://peltiertech.com/WordPress/how-to-make-horizontal-bullet-graphs-in-excel/>



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