

Beta Test QI Project Descriptions

| Local Health Departments | |
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| Austin/Travis County Health and Human Services Department | <p>Project goal: strengthen internal departmental communications by developing and disseminating a departmental resource packet that provides information about internal and external services.</p> <p>Results: 6% increase of managers and supervisors knowing whom to contact when questions arise; 11% increase in knowledge of how to send pertinent information between departments.</p> |
| Township of Bloomfield Department of Health & Human Services | <p>Project goal: address the low turnout at its biannual Rabies clinics.</p> <p>Results: >300% increase in attendance at the rabies clinics. However, this was attributed to a marketing effort undertaken that was unbeknownst to the QI team. This highly effective marketing strategy will be in used in the future.</p> |
| Cabarrus Health Alliance | <p>Project goal: address the area of verification and documentation of RN licensure with policy and procedure clarification and staff education.</p> <p>Results: 100% of managers hiring RNs demonstrated knowledge to competently ensure that verification and documentation of RN licensure is completed in accordance with agency policy.</p> |
| Carson City Health & Human Services | <p>Project goal: improve lab auditing findings by developing and refining a quality assessment tool for regular internal audits of the on-site laboratory.</p> <p>Results: Items passing internal audit increased from 46% to 88% and a new, routine audit process has been institutionalized.</p> |
| Central Valley Health District | <p>Project goal: improve data collection for environmental health services.</p> <p>Results: increase in percent of sewer inspections that are documented from 14% to 100%; fees can now be collected by the health department.</p> |
| Coconino County Health Department | <p>Project goal: increase staff understanding of public health through in-service training.</p> <p>Results: 55% increase in number of staff who could correctly identify the “wrong” essential public health services listed in a post-training survey.</p> |
| Comanche County Health Department | <p>Project goal: improve community sector participation in the community health assessment process.</p> <p>Results: 30% increase in community sector participation in meetings and an increase in participants’ ratings of overall meeting effectiveness (from a score of 3.4 to 4.6).</p> |
| Deschutes County Health Services | <p>Project goal: improve immunization data entry timeliness in clinics.</p> <p>Results: an average of 31% improvement; however, the agency is still measuring to assess long-term success.</p> |
| Franklin County Health Department | <p>Project goal: streamline repair request process to ensure clean, safe, accessible and secure facilities.</p> <p>Results: 17% increase in staff understanding of the repair request process; 11% increase in staff satisfaction with the process.</p> |
| Hennepin County Human Services and Public Health | <p>Project goal: improve the numbers of homeless residents using the homeless health clinic.</p> <p>Results: The QI team developed and revised clinic policies, but they were not implemented due to internal communications issues. The team has addressed the communications issue and is currently conducting the test of its new interventions.</p> |
| Mahoning County District Board of Health | <p>Project goal: reduce the time it takes for conducting septic and well inspections generated by real estate transactions.</p> <p>Results: 40% reduction in the time it takes from the time an application for a septic and well inspection is submitted by a realtor to the time the inspection is completed.</p> |
| Miami-Dade County Health Department | <p>Project goal: Decrease the percentage of clients in the Family Planning clinic with wait times greater than 2 hours by improving the scheduling process.</p> <p>Results: 13% reduction in the percentage of clients waiting over 2 hours.</p> |

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| <p>Northampton Health Department & Quabbin Health District</p> | <p>Project goal: address citizen complaints about environmental health issues by consistently obtaining customer satisfaction data and educating consumers about LHD functions. Results: staff now have a process for documenting response time and distributing information and surveys; data collection thus far is insufficient – agency still measuring to determine success.</p> |
| <p>Norton County Health Department</p> | <p>Project goal: Increase staff knowledge of disease investigation through training. Results: All involved staff demonstrated 100% of knowledge on a test; however, will use future disease investigations to test applied knowledge.</p> |
| <p>City of Portland Public Health Division</p> | <p>Project goal: decrease no-show rates at an HIV clinic by enhancing the process for updating patient information update forms. Results: 45% decrease in no-show rates two months post-implementation of the improvement intervention.</p> |
| <p>Public Health Solutions District Health Department</p> | <p>Project goal: develop and implement a comprehensive new employee orientation process. Results: 100% of department staff received a perfect score on a knowledge test at the end of the project (baseline score was 79%).</p> |
| <p>County of San Diego Health and Human Services Agency</p> | <p>Project goal: adapt a formal language interpretation policy for public health centers and clinics and increase staff knowledge of providing services to non-English speaking clients. Results: 30% increase in number of staff who exhibited knowledge of certain policy components.</p> |
| <p>Tioga County Health Department</p> | <p>Project goal: improve the timeliness of communications between Environmental Health and Clinical Divisions regarding human rabies exposures. Results: all 5 rabies cases (non-human exposure) during test period achieved a 3-day reporting time; will continue to apply new protocol and measure human exposures before standardizing new protocol.</p> |
| <p>Tooele County Health Department</p> | <p>Project goal: review, update and train employees on departmental internal policies. Results: 49% increase in the number of departmental policies and procedures reviewed and updated in last 3 years, and a 25% increase in the number of policies and procedures presented to staff.</p> |