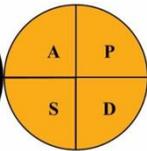




Movement in Quality Improvement

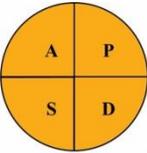
2018 QI Council Project Updates

QI projects test ideas using Plan-Do-Study-Act (PDSA). See below for current QI projects and where they are in the PDSA cycle. To learn more about PDSA, [click here](#)



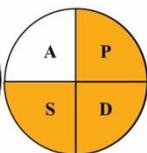
Fetal and Infant Mortality Review (FIMR)

The FIMR team worked with stakeholders to develop and implement a sustainable maternal interview process for the Charles County Health Department. The goal of this project was to increase the number of completed maternal interviews by 20 percent, so we can better understand fetal and infant mortality. After analysis, the FIMR team increased the number of interviews by 29 percent.



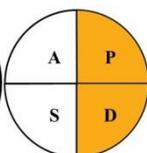
J-1 Visa Waiver applications (J-1)

The purpose of the J-1 Visa Waiver Program is to recruit needed primary care and specialty physicians into federally-designated Health Professional Shortage Areas. The Maryland Office of Workforce Development reviews applications and makes recommendations to the U.S. Department of State for foreign-born physicians requesting waivers from their J-1 Visa. To more effectively process and manage J-1 Visa Waiver Applications, the J-1 team has developed a fillable PDF to streamline the processing of applications. After implementation and data analysis, the J-1 team has decreased the amount of time it takes to process applications by 28 percent.



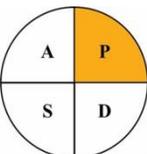
Environmental Health Bureau Website (EHB)

The EHB's webpages are inconsistently organized and difficult to manage. The EHB team has collected and analyzed baseline data on current perceptions and uses of the website. The EHB team is currently training EHB staff on the Standard Operating Procedure for updating the webpages. This will help the team develop a process to more easily manage the webpages to better serve internal and external partners and the public.



Continuity of Operations Planning (COOP)

An opportunity exists to improve the number of COOP plans in the division of Enterprise Shared Services (ESS). The COOP team has provided training and a COOP template to ESS administrations, so a greater percentage of administrations will have a COOP plan. At this time, the COOP team is in the process of receiving completed COOP plans..



TRAIN Learning Management System

Currently, there is only one TRAIN administrator for all of Maryland TRAIN. An opportunity exists to develop training for potential administrators in order to increase the number of people who can administer TRAIN. The TRAIN team is charged with coordinating efforts to execute this training effectively.

News

2017 – 2019 QI Council Cohort Completes Program

On Monday, January 14, 2019, the inaugural QI Council cohort completed their 2-year commitment to the Council. This group of members were the first to receive QI training from the Office of QI. They implemented the QI Plan that moved PHS along the NACCHO Roadmap to QI and will leave the Council moving in full speed. Collectively, they have worked on 13 QI Projects and will continue to serve as valuable resources for QI technical assistance and change leaders. Members: Onyeka Anaedozie (PHPA), Reshma Bhattacharjee (PHPA), Mallory Canami (LHD), Robert Durr (OPHI), Maura Dwyer (PHPA), Sharein Greene (CS), Rachel Michael (Labs), Amber Starn (LHD), and Elizabeth Vaidya (OPHI).

Join the movement for Quality Improvement!



What is QI?

QI addresses the question, “How can we do better?”

QI refers to a continuous and ongoing effort to achieve measurable improvements in the efficiency, effectiveness, performance, accountability, outcomes, and other indicators of quality in services or processes which achieve equity and improve the health of the community. QI is also a key standard for health departments seeking national accreditation.



Why is QI important?

- Equips us to continuously get better in what we do
- Quantifies our improvements
- Outlines a reliable framework for managing performance
- Is a national best practice
- Eliminates waste and redundancy



What is my role?

Everyone—from leadership to frontline staff—may play a role in QI.

QI Advocate:

Everyone is welcome to become an advocate. Advocates receive the QI Advocate Blast which captures news, tools, trainings, and best practices. Sign up for our listserv: bit.ly/QI-Advocate-Listserv

QI Council Member:

Selected members are enrolled in a leadership development program. Any staff in PHS can apply. Applications open once a year in January.



Where can I learn more?

There are many ways to learn more.

- For updates on QI news, tools, and best practices, join our QI Advocate listserv: bit.ly/QI-Advocate-Listserv
- For general information on QI, visit our website: <https://pophealth.health.maryland.gov/Pages/Quality-Improvement.aspx>
- For specific questions, contact us: mdh.phsqualityimprovementcouncil@maryland.gov

Join the movement towards quality improvement

pophealth.health.maryland.gov/Pages/Quality-Improvement.aspx