

North Carolina Division of Public Health
Quality Improvement Council
Charter

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2. Committee Definition

2.1 Committee Name

The name of this Council is the North Carolina Division of Public Health (DPH) Quality Improvement Council (QIC).

2.2 Mission Statement

The mission of this QIC is to provide guidance, support, and prioritization to the continuous quality improvement (CQI) efforts within DPH. The QI Council aims to strengthen DPH in the ongoing pursuit and development of a culture to support CQI by serving as the conduit to guide and sustain change and improvement efforts, with a special focus on elevating customer service and improving business office processes. This is important in order to propel DPH to higher levels of efficiency, productivity, and teamwork in responding to economic challenges, strategic initiatives, and the public's health.

2.3 Purpose

The purpose of the QIC is as follows:

- Provide oversight and direction on DPH CQI process (including QI Plan, initiatives, and resource allocation)
- Communicate and promote the CQI mission including ongoing staff QI training
- Review and approve QI project proposals and progress reports to ensure QI projects link to DPH strategic initiatives
- Monitor QI team progress
- Celebrate successes and recognize and reward QI teams
- Assist with elimination of organizational roadblocks
- Raise awareness to the QIC Executive Sponsor on issues impacting strategic direction.
- Make recommendations to Division leadership to apply resources to QI training and participation

2.4 Boundaries/Scope

In Scope	Out of Scope
DPH QI efforts, including CDSA and regional staff	Local Health Department QI efforts; Small workgroup initiatives that do not impact services or other organizational units in the Division
Monitor QI project team progress reports	Council members are not responsible for actually leading QI projects but are not restricted from doing so
Implement the DPH QI Plan and the Charter Deliverables (2.7)	Council cannot require DPH Sections/Branches to conduct or participate in QI projects, but can make recommendations to QIC Executive Sponsor
ROI analysis for identified projects	Decision-making authority over cost

2.5 Strategic Alignment of QI Council

The CQI Council will align activities with the following guidance:

- DPH Strategic Plan (dated November 2011, or more updated plan)
- DPH cultural surveys (How CQI Oriented Is Your Culture?)
- PHAB Accreditation domains and standards
- QI Governing Organizations and Standards

National

- National Quality Forum: <http://www.qualityforum.org>
- Public Health Foundation: http://www.phf.org/focusareas/qualityimprovement/Pages/Quality_Improvement.aspx
- NACCHO: <http://archived.naccho.org/topics/infrastructure/accreditation/quality.cfm>
- Institute for Healthcare Improvement (IHI): <http://www.ihf.org/resources/pages/tools/resourcesforpublichealth.aspx>
- HRSA: <http://www.hrsa.gov/quality/toolbox/methodology/qualityimprovement/>

State

- NC Quality Center: <https://www.ncqualitycenter.org/>
- Population Health Improvement Partners: <https://www.improvepartners.org>

2.6 Deliverables

- QI Plan to guide DPH CQI efforts (primary oversight by QIC)
- DPH CQI Vision statement that is meaningful to all staff
- Communication plan for vision, project results, and other issues
- Robust CQI infrastructure and procedures to support change
- System to establish a repository for QI projects
- QIC meeting minutes and saving/distribution method
- Mechanism to ensure CQI training continues
- Directory of QI Advisors and QI 101 course graduates

3. Organization, Roles and Responsibilities

This QIC supports the quality improvement work in DPH. This workgroup makes direct recommendations regarding CQI to the QIC Executive Sponsor and other organizational leadership bodies (Division Management Team, Public Health Management Team, etc.).

3.1 Composition and Governance

The Council consists of a cross-functional group of 10-15 members, including two (2) chairpersons with representation from the majority of DPH Sections and at least one QI Advisor.

3.2 Quality Improvement Council Structure

The QIC's structure is as follows:

Chairpersons

Two council members shall serve as the Chairpersons. All responsibilities of the Voting Members apply to the Chairpersons. In addition, the Chairpersons will:

- Set agendas, review meeting notes prior to distribution, and review and provide guidance on presentation materials prior to meetings
- Arrange meeting locations
- Help build consensus with voting members
- Facilitate meetings
- Approve and empower sub-council work groups, as needed
- Serve as main contact with QIC Executive Sponsor and other DPH leadership bodies
- Is the conduit to escalate matters in which QIC voting members cannot reach a majority resolution or is out of scope for QIC, etc.
- Chairpersons are selected by the consensus of the group.
- Members are recommended by their supervisor with Section level approval.

Recorder

This position rotates among council members on a monthly or quarterly schedule.

- Takes minutes of QIC meetings; distributes to Co-chairs for review and then to QIC and Executive Sponsor
- Ensures key documentation is saved in the designated repository for QIC

Council Members

New members must be voted in by the existing Council. Members may be voting members or non-voting members.

Voting Members

- Read materials provided in advance and come prepared to meetings.
- Actively engage in dialog and recommendations.
- Support sub-council work group activities and recommendations, as needed.
- Communicate quality improvement information to your area of influence.
- Actively assist with all facets of the DPH QI Plan (annual update, implementation and follow through, etc.).
- Delegate a proxy vote to a voting member, delegate to another appropriate individual, or vote via email in circumstances where it is impossible for you to attend a meeting.
- Attend 75% of the meetings.

Non-Voting Members

- Serve on the council as advisors, observers, or active participants.
- Do not vote on measures.

QI Council Workgroups (sub-teams)

The QIC may use workgroups to focus on specific issues such as: QI project prioritization and selection, communications, etc. Participation in workgroups is optional for QIC members. Composition of workgroups is determined by the overall QIC, and may include voting, non-voting members and/or non-Council members as appropriate.

3.3 Terms and Time Commitments

Term Commitment

Chairpersons shall serve for two years with overlapping terms.

Council Members shall serve for a specified amount of time when voted in and may rotate in either one- or two-year terms as the Council determines, in order to promote opportunities for others to be involved.

Time Commitment

- Chairpersons - 4 hours per month (1.5 in QIC meetings; 1.5 hours material reviews, 1 hour meeting preparation)
- Voting member - 3 hours per month (1.5 hours in QIC meetings; 1.5 hours material reviews)
- Travel time for off-site members
- Work groups – 2-4 hours per month, as needed

Member Succession

Exiting members arrange for a new member to be recommended to the Council with Section approval and updates the replacement on the Council's activities.

4. Council Operating Guidelines (will be re-evaluated at six-month Charter update)

4.1 Meetings

Council meetings are held on a quarterly basis at minimum and monthly as needed. After every meeting, notes are distributed to members and saved in a shared location. Note-taking is a shared responsibility, rotating among members.

4.2 Decision-Making Model

The QIC has authority to make decisions regarding its own procedures except for authorizing the use of financial resources or those impacting a political or public issue. These issues must obtain Executive Sponsor approval. QIC decisions are made via consensus, when possible, as well as majority rule, at the discretion of the QIC.

Quorum

Measures are passed by receiving a majority of the QIC voting member's approval. The QIC quorum is defined as 75% or greater of voting members.

Votes may be cast in the following ways:

- In person

- By proxy vote (voting member designates another member or representative to cast their vote)
- Email vote

4.3 Resolutions

For matters in which QIC voting members cannot reach a majority decision, escalation should be brought by the QIC Chairpersons to the QIC Executive for guidance toward resolution.

5. QIC Documentation

5.1 Documentation Definition

Documentation is defined as:

- Agenda
- Meeting Notes
- Action Item / Decision Log
- Status Reports of QIC sub-teams, QI Plan, and QI project teams
- QI Plan
- Dashboard

5.2 Location

Documentation is saved temporarily on the DPH server until SharePoint is available.

5.3 Charter Revisions

During the first year, the Council will review the Charter every six months, revising for accuracy as needed and noting with a revision control footer and a revision log maintained at the beginning of this document. After that, annual reviews will be conducted for the purpose of updating or revising the charter.

6. Division Approval

Executive Sponsor (typed name)	Executive Sponsor Signature	Date Approved
Danny Staley	(signed)	11/8/16