

Appendix F--Goals

I. Goals Completed

1A. By July 31, 2016, the DPH QI Council will provide the QI Culture Survey results. Use information to create focus groups and receive feedback on topics. Complete first group by January 1, 2017 through AHEC and Institute of Public Health.

- Results of the DPH QI Culture Survey results were compiled and shared with staff on 12/17/15.

1B. By December 31, 2016, the DPH Division Office will articulate the value of quality improvement to DPH staff a minimum of two times, through oral presentations and/or in writing.

- Email from Danny Staley on 12/17/15 discussing the result of the QI Culture Survey and announcing changes regarding email communication.
- Email from Danny Staley on 10/18/16 requesting submission of QI projects to be shared at the Epidemiology & Evaluation Team Poster Day.

2A. By March 31, 2016, a process for identifying, prioritizing, selecting, monitoring and reporting of cross-sectional QI projects will be developed using the project selection tool.

- The DPH QI Council subcommittee on project section developed an application to identify potential QI projects and a project selection matrix to prioritize and select projects. These documents were finalized on 2/26/16 (see attached). Monitoring of the projects will be done by the QI Council members who are assigned as liaisons to that project.

3A. By July 31, 2016, the feasibility of requiring QI introduction for DPH staff will be determined.

- The DPH QI Council discussed the feasibility of including an introduction to QI in new employee orientation during regular council meetings from January through July of 2016.

3B. By December 31, 2016, QI will be incorporated into new employee orientation.

- QI was added to new employee orientation starting on 10/12/2016. PowerPoint slides are attached here for reference.

4. Performance measures are aligned with the DPH's mission, strategic plan, and essential services.

- All sections will be represented on the QI Council
- At least two QI Projects will be completed each year

6. DPH values and recognizes staff quality improvement efforts.

- Multiple successful QI Projects were displayed and recognized at Poster Day.

II. Goals Assigned

Goal 1	Leadership at all levels communicates the importance and value of quality improvement internally and externally (with stakeholders).	Coordinator
1A	By July 31, 2016, the DPH QI Council will provide the QI Culture Survey results. Use information to create focus groups and receive feedback on topics. Complete first group by January 1, 2017 through AHEC and Institute of Public Health.	Complete
1B	By December 31, 2016, the DPH Division Office will articulate the value of quality improvement to DPH staff a minimum of two times, through oral presentations and/or in writing.	Complete
Goal 2	Quality improvement is institutionalized into DPH's structure.	
2A	By March 31, 2016, a process for identifying, prioritizing, selecting, monitoring and reporting of cross-sectional QI projects will be developed using the project selection tool.	Complete
2B	By December 31, 2017, QI expectations will be outlined in all position descriptions (PDs).	Felicia Bridges
Goal 3	All staff at DPH will have an understanding of QI concepts and practices, including the use of data to make decisions.	
3A	By July 31, 2016, the feasibility of requiring QI introduction for DPH staff will be determined.	Complete
3B	By December 31, 2016, QI will be incorporated into new employee orientation.	Complete
3C	By December 31, 2017, at least two (2) QI training events will be piloted in the division.	Eleanor Howell Joy Reed
3D	A review presentation on QI concepts and practices will be required viewing for other DPH staff by June 30, 2018.	Eleanor Howell Joy Reed
Goal 4	Performance measures are aligned with the DPH's mission, strategic plan, and essential services.	
4	By July 01, 2017, QI performance measures will be developed that align with PHAB standards.	Complete
Goal 5	DPH seeks and uses feedback from customers for continuous quality improvement.	
5	By December 31, 2017, a number of resources with specific examples of how to use customer feedback for improvement will be made available to DPH employees via DPH website.	Discuss with Council
Goal 6	DPH values and recognizes staff quality improvement efforts.	Larry Michael
6	By July 1, 2017, the QI Council will review completed QI projects and efforts and determine how employees on successful projects can be recognized for their quality improvement efforts.	Complete