



Quality Improvement (QI) Evaluation Team

In addition to QI consultation and training offered by the Public Health Foundation, we have assembled an experienced team of QI evaluators. Leading our team is Les Beitsch from Florida State University College of Medicine. Biographical sketches of PHF's QI Evaluation Team are provided below.

Leslie (Les) M. Beitsch, MD, JD – QI Evaluation Team Leader

Dr. Beitsch joined the faculty at the Florida State University College of Medicine in November 2003 as Professor of Health Policy and Director of the Center for Medicine and Public Health. He has held past positions as the Commissioner of the Oklahoma State Department of Health where he provided oversight for 2500 employees and a budget of \$260,000,000 and as the Deputy Secretary and Assistant State Health Officer for the Florida Department of Health, providing guidance and direction for public health programs, county health departments, the state laboratory and pharmacy. Prior to these appointments, Dr. Beitsch served as the Assistant State Health Officer and Division Director for Family Health Services and the Medical Director of the Broward County Health Department in Ft. Lauderdale.

Dr. Beitsch has been engaged in numerous public health QI formative and summative evaluations where he has served as the lead evaluator. Recent and current QI evaluation activities include: Closing the Gap Infant Mortality Reduction Project, serving 3 rural counties in North Florida; Evaluation of the National Public Health Performance Standards Program partnership; Evaluation of the Orange County, FL Health Department (Winter Park Health Foundation) grant to implement QI in 2 programmatic areas –STD and HIV/AIDS - in a very successful demonstration project guided by the Public Health Foundation.

In addition to these QI evaluation projects, Dr. Beitsch has served as the Research and Evaluation Workgroup chair for the Exploring Accreditation Project, producing as a committee the evaluation plan for the accreditation entity now known as PHAB. Presently, Dr. Beitsch serves on the PHAB Research and Evaluation Workgroup and on the Evaluation Subcommittee while chairing the Research Subcommittee.

*For more information, please contact Jacalyn Carden at
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Grace L. Duffy, MBA

Ms. Duffy provides services in organizational and process improvement, leadership, quality, customer service, and teamwork, designing and implementing effective systems for business and management success. Her clients include: the Library of Congress; the Charleston, South Carolina Veterans Administration Medical Center; the Food and Drug Administration Center for Food Safety and Nutrition; Florida Department of Children and Families; and the U.S. Department of Energy Strategic Petroleum Reserve. During her 20 years with IBM, Ms. Duffy held positions in technical design, services, management, and process improvement. She helped to design and deliver IBM's Executive Quality training in the late 1980s. Ms. Duffy worked with Trident Technical College in Charleston, South Carolina for 10 years as department head for Business, curriculum owner and instructor for Trident's Quality and Corporate Management programs, and as a Dean for management and performance consulting to private industry. Ms. Duffy holds a Masters in Business Administration from Georgia State University and a Bachelor's in Archaeology and Anthropology from Brigham Young University. Ms. Duffy is an ASQ Certified Manager of Quality/Organizational Excellence, Certified Quality Improvement Associate, Certified Quality Auditor, Certified Lean Six Sigma Master Black Belt, and Manager of Process Improvement. She is a Senior Research Fellow with Purdue University and a Lean Six Sigma mentor to the University of Central Florida Graduate Engineering programs. In addition, she is a co-author of *The Public Health Quality Improvement Handbook* and *The Executive Guide to Improvement and Change and Executive Focus: Your Life and Career*.

C. Meade Grigg, MA

Mr. Grigg has over 30 years of experience in public health practice and evaluation. Currently the Director of Planning, Evaluation and Analysis for the Florida Department of Health, Mr. Grigg's responsibilities include oversight and direction of several areas, including health statistics and performance measurement, community health assessment and health improvement planning, and public health informatics. He has been instrumental in the development and implementation of quality and performance improvement activities throughout Florida's public health system. Mr. Grigg directed the statewide implementation and support of on-going MAPP-based community health assessment and health improvement processes in Florida's 67 counties. This process includes periodic assessment of the public health system in all local health jurisdictions using the National Public Health Performance Standards. Another area of focus for Mr. Grigg has been the development and utilization of web-based data query systems used for community health assessment and health improvement planning. He directed the design and implementation of Florida's Community Health Assessment Resource Tool Set, FloridaCHARTS.com, a highly successful statistical site supporting Florida's community health efforts. Mr. Grigg has provided consultation with local, state, national and international agencies on the development and utilization of web-based public health data query systems used in public health assessment, planning and evaluation activities. He has written various articles on quality improvement, performance management, community health assessment and health improvement processes.

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Cheryll D. Lesneski, DrPH

Dr. Lesneski teaches courses in public health practice and community improvement as an assistant professor in the Public Health Leadership Program, Gillings School of Global Public Health, The University of North Carolina at Chapel Hill. In 2005 Dr. Lesneski received a doctorate in public health in the Department of Health Policy and Administration at the School. Her dissertation, *Developing Performance Measurement Systems for Local Public Health Agencies*, is scheduled for publication by VDM in 2009. Dr. Lesneski has been a public health practitioner for over twenty years, serving as a Local Public Health Agency Director for ten years in the Florida Department of Health. Dr. Lesneski led quality improvement and evaluation initiatives while serving as agency director in Florida. She continues to work with the Florida Department of Health to promote quality improvement techniques in collaborative settings, adapting the Institute for Healthcare Improvement's (IHI) Model for Improvement and Breakthrough Series methods for use in local and state public health agencies. Dr. Lesneski has also worked as an Improvement Advisor and Evaluator with the North Carolina Center for Children's Healthcare Improvement and the National Initiative for Children's Healthcare Quality.

The following list represents some of Dr. Lesneski's current and recent quality improvement and evaluation projects:

Evaluating the Florida Department of Health's Revised Performance Improvement Process.

Improving the Rates of Physical Activity in a County Population using Evidence-based Interventions, Quality Improvement Methods, and Learning Collaboration

Using Quality Improvement Methods and Learning Collaboration to Reduce Obesity/Overweight Rates in Children and Adolescents in Ten Florida Counties

Developing Public Health Financial Indicators to Report on and Improve the Acquisition, Management, and Use of Financial Resources

Improving Care for Children with Cystic Fibrosis Collaborative

Improving the Diagnosis and Treatment for Children with ADHD Collaborative

Evaluating the Effect of TB Case-finding Services and Directly Observed Preventative and Treatment Therapy on TB Case and Infection Rates in the Migrant Farmworker Population, North Florida

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John (Jack) W. Moran Jr., PhD, CQM, CMC

Dr. Moran is a Senior Quality Advisor with the Public Health Foundation (PHF). He brings to PHF over 30 years of quality improvement expertise in developing quality improvement tools and training programs, implementing and evaluating quality improvement programs, and writing articles and books on quality improvement methods (i.e., *The QI Public Health Handbook* and *Executive Focus: Focusing Your Life and Career* among many others). In his role with PHF, he provides consultation, training and technical assistance to the public health field and has conducted several visits to local and state health departments including Minnesota, New Hampshire, New Jersey, Oklahoma, and Pennsylvania. Dr. Moran is a retired Senior Vice-President of Information Systems, Administrative and Diagnostic Services at New England Baptist Hospital. He was previously Chief Operating Officer of Changing Healthcare, Inc., specializing in management consulting and educational support to Health Care Organizations. For 21 years, Dr. Moran was employed at Polaroid Corporation where he worked in various senior management roles in manufacturing, engineering, and quality. His last position was as the Director of Worldwide Quality and Systems. For 20 years, Dr. Moran was an Adjunct Professor in the Graduate and Undergraduate School of Engineering at the University of Massachusetts at Lowell. Dr. Moran has been active in the American Society of Quality (ASQ) as a Fellow of the society and has served in several chair positions including Past Exam Chair of the Certified Quality Manager's Exam. Dr. Moran is an ASQ Certified Quality Manager (CQM) and a Certified Management Consultant (CMC) by the Institute of Management Consultants. Dr. Moran is a member of the Malcolm Baldrige Board of Examiners. Dr. Moran has a BS, MBA, MS, and PhD in Education from Walden University.

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