



ADMINISTRATIVE MANUAL

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Quality Improvement in DHSS

I. PURPOSE:

To provide information regarding the Department's Quality Improvement activities.

II. SCOPE:

Department-wide.

III. POLICY:

The Department implements Quality Improvement (QI) as part of its performance management activities.

IV. QUALITY IMPROVEMENT COMMITTEE

The Department's Quality Improvement Committee (QIC) assists the Department in improving effectiveness, efficiency, outputs and outcomes by evaluating DHSS key programs, processes and services. The QIC also assists in establishing a Culture of Quality in the Department and develops a department-wide QI Plan.

Composition: The QIC includes representatives from throughout the Department. Each division will have representatives on the QIC that have the authority to speak on behalf of their division. Membership includes the following, unless otherwise determined to meet specific needs:

- Department Director or representative
- Office of Performance Management representative
- One representative from the Division of Administration
- Two representatives from the Division of Community and Public Health
- Two representatives from the Division of Regulation and Licensure
- Two representatives from the Division of Senior and Disability Services
- Others as needed (may include ITSD)



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Committee Responsibilities and Functions: The QIC is responsible for the following:

- Assessing and identifying annual strategies to create a culture of QI at the Department.
- Performing an annual review of the department's QI Plan and policy.
- Reviewing and selecting submissions for the Governor's Award for Quality and Productivity.
- Attending quarterly meetings to review the progress of QI efforts in the Department.
- Carrying out actions necessary to meet the accreditation standards concerning QI (Domain 9) of the Public Health Accreditation Board (PHAB).
- Identifying projects in their divisions and providing technical assistance as needed.
- Seeking opportunities to share the progress of QI activities, such as:
 - Executive Management Team Meetings;
 - Staff meetings; and
 - Internal and external newsletters.
- Identifying potential cross-divisional and cross-departmental projects to be discussed by committee.
- Participating in other activities determined by the QIC as needed to foster a culture of quality, improve efficient and effective outcomes, and improve customer satisfaction.

Staffing and Administrative Support: A representative from the Office of Performance Management develops agendas, facilitates meetings, prepares minutes, and assembles handouts for the QIC meetings.

V. IDENTIFICATION OF QI PROJECTS – See attachment A for more information

All Staff's role

DHSS employees are encouraged to initiate QI projects at any level (Division, Section, Bureau or Program) to improve organizational processes, policies, or infrastructure. QI projects may be carried out by individuals or project teams. QI



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project ideas are to be discussed with supervisors before initiating a project. Employees should seek approval from their Division Management before initiating Division-level QI projects.

QI project teams may be formed independently or may request assistance from the Office of Performance Management or a member of the Quality Improvement Committee.

Supervisors and Managers role

Supervisors and managers are encouraged to empower staff to identify and initiate quality improvement projects within their areas, as well as to participate in QI projects outside their area when their expertise or perspective is needed. Bureau Chiefs are encouraged to coordinate QI initiatives among programs that share similar objectives.

Supervisors are also encouraged to incorporate QI performance objectives into staff's expectations. Examples of QI expectations could include:

- Participate in a Quality Improvement project.
- Identify ways to improve processes and performance within the Unit.

VI. BUDGET AND RESOURCE ALLOCATION

Resources needed to fund specific QI efforts are the responsibility of the individual divisions.

VII. TRAINING/TECHNICAL ASSISTANCE

DHSS provides QI training and technical assistance to staff.

Training on quality improvement may be included in:

- New employee orientation
- Basic Supervision



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- Next Step Leadership

Please refer to Attachment A for more information on quality improvement definitions, quality improvement projects, tools and resources.

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