

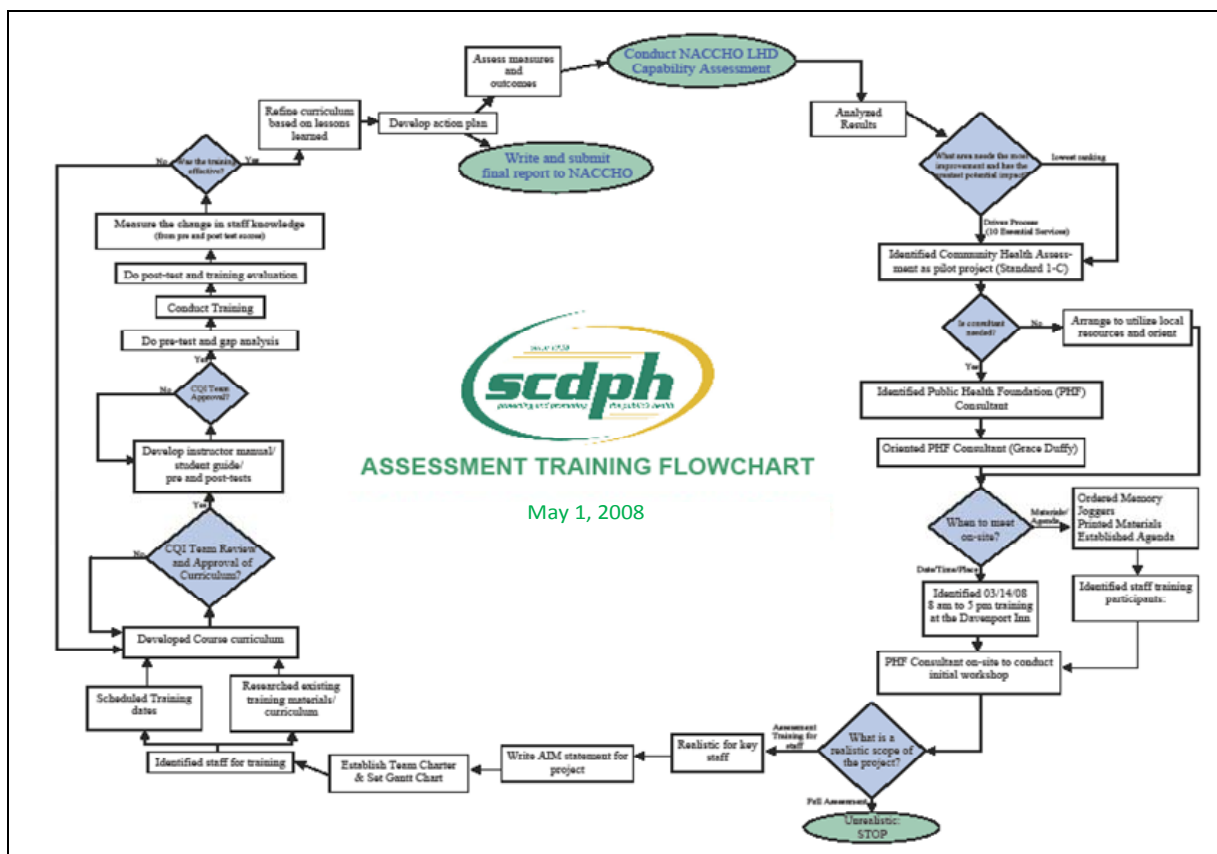


Quality Improvement in Public Health Example: Assessment Training

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The tools and techniques of Quality Improvement (QI) can produce rapid results in improved operating efficiency. Properly applied, QI allows leaders and employees to choose an improvement plan which integrates smoothly with existing priorities. Effective use of data gathering and analysis, leadership, and communication tools maintain accountability as improvement tasks are conducted. Existing resources are coordinated with other priorities to maximize outcomes while eliminating waste. Proper documentation and performance management techniques ensure alignment with strategic objectives and transparency of operations.

The Saginaw County Department of Public Health (SCDPH) in Michigan used QI to pilot a community self-assessment training program. The flowchart below describes the assessment training process, identifying and eliminating potential disruptions to reaching the goal of a trained cohort of community assessors. SCDPH included community partners in the QI event to create more efficient channels of communication with critical faith-based and other non-governmental organizations, further strengthening the department's ability to meet community needs. Including outside community leaders in this decision-making QI process improved long-term relationships, resulting in more efficient programs for at-risk youth in addition to drug and other substance abuse support programs for SCDPH.



Read the full SCDPH final report at:

<http://www.naccho.org/topics/infrastructure/accreditation/upload/Saginaw-County-Final-Report.pdf>.