

## APPENDIX A. QI STORYBOARD

### PLAN Identify an opportunity and Plan for Improvement

#### 1. Getting Started

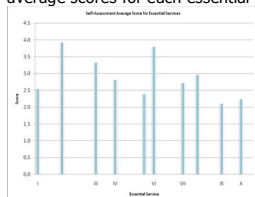
MHD seeks to prevent disease & promote a healthier environment for all citizens of Milford. Participation in NACCHO's Accreditation Preparation and Quality Improvement Demonstration Sites Project provided valuable input as to the Department's strengths and areas for improvement. It is a common goal of our Board and the staff at the Milford Health Department to ensure that MHD provides quality services to our community through continuous quality improvement (QI) activities.

#### 2. Assemble the Team

To identify the area for quality improvement, MHD formed an internal workgroup comprised of the Health Director, Nursing Administrator, Chief of Environmental Health, Community Health Coordinator, and a QI consultant from the Public Health Foundation.

#### 3. Examine the Current Approach

The MHD workgroup completed the self-assessment using the NACCHO Prototype Metrics tool. The following demonstrates average scores for each essential service:



The focus area for improvement was identified as Standard I-C: *Conducting or contributing expertise to periodic community health assessments (CHA)*. Two significant challenges were identified—the majority of MHD staff had limited knowledge of CHAs and key community stakeholders had never been involved in a CHA. The AIM statement was developed as follows: *By October 31, 2008, MHD will conduct training on the importance of CHAs & QI for staff and community stakeholders to increase knowledge of assessment processes and brainstorm potential priority areas for assessment.*

#### 4. Identify Potential Solutions

- One-day training could be developed targeting MHD staff and local policymakers & elected/appointed officials.
- Pre- and post-tests could be utilized to measure knowledge of MHD staff.
- During the training, MHD staff could introduce the idea that a CHA would be implemented by fall 2009 and request input from all participants.
- Training participants could be asked to submit brainstorm of priority areas to be included in the CHA.

#### 5. Develop an Improvement Theory

- If 100% of MHD staff was trained, then staff would be more likely to provide input during the planning & implementation phases.
- If 75% of local policymakers & elected/appointed officials invited to the

training session attended, then these stakeholders would be engaged and vested in providing input for CHA.

- If participants provided brainstorm regarding potential priority assessment areas for the CHA following the training, then the success of the training in engaging stakeholders in the process could be measured.
- If 75% of staff demonstrated an increase in knowledge regarding QI and CHAs after the training, then the training was successful.

### DO Test the Theory for Improvement

#### 6. Test the Theory

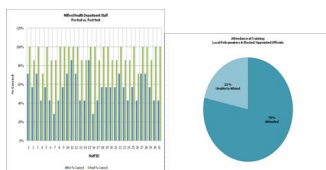
The workgroup determined that the training would be conducted on October 2, 2008. Improvement theories were evaluated through the use of pre- and post-test, as well as brainstorm worksheets submitted by participants during the month following the training. The day was divided into 3 major sections—in-house staff session, local policymaker session, and school nurses session.

### CHECK Use Data to Study Results of the Test

#### 7. Check the Results

Pre- and post-tests were administered to all staff. 100% of MHD staff demonstrated an increase in knowledge based on the percentage of correct answers for pre- and post-tests. Of those staff members, 71% demonstrated an increase in knowledge of 50% or more.

79% of invited local policymakers & elected/appointed officials attended. 100% of participants agreed that MHD should conduct a CHA in Milford in the near future. Participants in this session were requested to send the Community Health Coordinator input regarding priority areas of concern to be addressed through the CHA within 30 days of the training. 100% of participants indicated that they will remain engaged and assist throughout the CHA process.



### ACT Standardize the Improvement and Establish Future Plans

#### 8. Standardize the Improvement or Develop New Theory

The training process increased the knowledge of MHD staff regarding Community Health Assessments and has encouraged them to provide input regarding the process.

Additionally, the training provided a means for engaging key stakeholders in the process by soliciting their input. The GANNT Chart created as a result of this process will be utilized throughout the CHA process. Additional training sessions around CHAs & QI will be developed based on this model in the future.

#### 9. Establish Future Plans

As all program participants expressed interest in remaining involved in future activities surrounding accreditation preparation and QI, MHD has developed a timeline with identified next steps in the CHA process. This timeline will be shared with program participants, who will have the opportunity to become involved with various identified activities. This process was invaluable in essentially beginning discussions with staff and key stakeholders and will continue to be utilized as a tool in the future.