

**Quality Improvement Training Plan  
Columbus Public Health / 2012 – 2015**

<b>Training</b>	<b>Target Audience</b>	<b>Training Objectives</b>	<b>Curriculum/ Pre-requisites</b>	<b>Delivery Method</b>	<b>Training Frequency/ Length of Training</b>	<b>Dates of Training</b>	<b>Tracking &amp; Human Resources Issues</b>	<b>Training Leader</b>
<b>CQI in Public Health: The Fundamentals (Module 1 of 3)</b>	<ul style="list-style-type: none"> <li>- Any existing public health practitioners interested in quality improvement</li> <li>- All New CPH employees</li> <li>- Refresher training</li> </ul>	<ul style="list-style-type: none"> <li>- Define QI</li> <li>- Distinguish a quality culture</li> <li>- Identify key CQI concepts and principles</li> <li>- Recognize that change is essential in improvement</li> </ul>	<ul style="list-style-type: none"> <li>- Introduces the principles of QI</li> <li>- No pre-requisites</li> </ul>	<ul style="list-style-type: none"> <li>- Independent study online course</li> </ul>	<ul style="list-style-type: none"> <li>- One time only</li> <li>- One hour</li> </ul>	<ul style="list-style-type: none"> <li>- Ongoing</li> <li>- All new employees complete online course within three months of hire</li> <li>- Refresher training for all staff every five years</li> </ul>	<ul style="list-style-type: none"> <li>- Evaluation form</li> <li>- Course certificate</li> <li>- OhioTRAIN records</li> <li>- CE credit available</li> <li>- Advertise at CPH New Employee orientation</li> </ul>	<p>The Ohio State University, Center for Public Health Practice</p> <p>Beth Ransopher; Laurie Dietsch</p>
<b>CQI in Public Health: The Fundamentals (Module 2 of 3)</b>	<ul style="list-style-type: none"> <li>- All existing public health practitioners interested in quality improvement</li> <li>- All New CPH managers and supervisors</li> <li>- Other New CPH employees (optional)</li> <li>- Refresher Training</li> </ul>	<ul style="list-style-type: none"> <li>- Identify the problem-solving strategies</li> <li>- Explain the CQI process</li> <li>- Identify the current and desired states</li> <li>- Recognize the basic tools of QI and how they are applied</li> </ul>	<ul style="list-style-type: none"> <li>- Methods for problem-solving</li> <li>- Application of the CQI process</li> <li>- Pre-requisite: CQI in PH (Module 1)</li> </ul>	<ul style="list-style-type: none"> <li>- Independent study online course</li> </ul>	<ul style="list-style-type: none"> <li>- One time only</li> <li>- One hour</li> </ul>	<ul style="list-style-type: none"> <li>- Ongoing</li> <li>- All new CPH managers and supervisors complete online course within six months of hire</li> <li>- Refresher training for all management staff every five years</li> </ul>	<ul style="list-style-type: none"> <li>- Evaluation forms</li> <li>- Course certificate</li> <li>- OhioTRAIN records</li> <li>- CE credit available</li> </ul>	<p>The Ohio State University, Center for Public Health Practice</p> <p>Beth Ransopher; Laurie Dietsch</p>

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<b>CQI in Public Health: The Fundamentals (Module 3 of 3)</b>	<ul style="list-style-type: none"> <li>- All existing public health practitioners interested in quality improvement</li> <li>- All New CPH managers and supervisors</li> <li>- Other New CPH employees (optional)</li> <li>- Refresher Training</li> </ul>	<ul style="list-style-type: none"> <li>- Explain the steps of selecting a QI project</li> <li>- Define CQI team composition</li> <li>- Recognize the team development process</li> <li>- Define a CQI mission statement</li> </ul>	<ul style="list-style-type: none"> <li>- Application of the CQI process</li> <li>- Identify how to use a team to improve a process</li> <li>- Pre-requisite: CQI in PH (Modules 1 and 2)</li> </ul>	<ul style="list-style-type: none"> <li>- Independent study online course</li> </ul>	<ul style="list-style-type: none"> <li>- One time only</li> <li>- One hour</li> </ul>	<ul style="list-style-type: none"> <li>- Ongoing</li> <li>- All new CPH managers and supervisors complete online course within six months of hire</li> <li>- Refresher training for all management staff every five years.</li> </ul>	<ul style="list-style-type: none"> <li>- Evaluation forms</li> <li>- Course certificate</li> <li>- OhioTRAIN records</li> <li>- CE credit available</li> </ul>	<p>The Ohio State University, Center for Public Health Practice</p> <p>Beth Ransopher; Laurie Dietsch</p>

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<b>Introduction to CQI Principles &amp; PDSA Process – Part 1</b>	All Leadership, Managers, Supervisors (SAT/MMM)	<ul style="list-style-type: none"> <li>- Define QI</li> <li>- Distinguish a quality culture</li> <li>- Identify benefits of CQI</li> <li>- Identify key CQI concepts and principles</li> <li>- Recognize change is essential to improvement</li> <li>- Identify the steps in the CQI problem solving process of Plan-Do-Check-Act</li> <li>- Identify elements of an organizational QI Plan</li> </ul>	<ul style="list-style-type: none"> <li>- Introduces the principles of QI</li> <li>- No pre-requisites</li> </ul>	<ul style="list-style-type: none"> <li>- Instructor led in classroom</li> </ul>	<ul style="list-style-type: none"> <li>- One time only</li> <li>- As needed basis</li> <li>- Two hours</li> </ul>	January 30, 2012	<ul style="list-style-type: none"> <li>- Attendance sheets</li> <li>- Evaluation forms</li> <li>- OhioTRAIN records</li> </ul>	<p>The Ohio State University, Center for Public Health Practice</p> <p>Laurie Dietsch; Beth Ransopher</p>

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<b>CQI Project Selection and Implementing Successful Teams</b>	All Leadership, Managers, Supervisors (SAT/MMM)	<ul style="list-style-type: none"> <li>- Select a QI project</li> <li>- Select a QI Team</li> <li>- Write a CQI team mission statement</li> <li>- Identify strategies for CQI team success</li> <li>- Identify roles that are important to CQI</li> <li>- Recognize the team development process</li> </ul>	<ul style="list-style-type: none"> <li>- Identify potential QI projects</li> <li>- Learn the tools necessary to implement a CQI project</li> <li>- Pre-requisites: Introduction to CQI Principles &amp; PDSA Process</li> </ul>	- Instructor led in classroom	<ul style="list-style-type: none"> <li>- One time only</li> <li>- As needed basis</li> <li>- Two hours</li> </ul>	February 14, 2012	<ul style="list-style-type: none"> <li>- Attendance sheets</li> <li>- Evaluation forms</li> <li>- OhioTRAIN records</li> </ul>	<p>The Ohio State University, Center for Public Health Practice</p> <p>Laurie Dietsch; Beth Ransopher</p>

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<b>Introduction to CQI Principles &amp; PDSA Process – Part 2</b>	All identified Leadership, Managers, and Supervisors on Teams ; Identified Team Members	<ul style="list-style-type: none"> <li>- Define QI</li> <li>- Identify benefits of CQI</li> <li>- Utilize key CQI concepts and principles</li> <li>- Identify types of big QI and little QI projects</li> <li>- Utilize the four steps in the CQI problem solving process</li> <li>- Identify the basic tools of CQI in the development of a project</li> </ul>	<ul style="list-style-type: none"> <li>- Practice the tools necessary to create a QI project</li> <li>- Learn the difference between Big QI and Little QI</li> <li>- Utilize the four steps: Plan-Do-Check-Act</li> <li>- No pre-requisites</li> </ul>	- Instructor led in classroom	<ul style="list-style-type: none"> <li>- One time only</li> <li>- As needed basis</li> <li>- Four hours</li> </ul>	March 7, 2012	<ul style="list-style-type: none"> <li>- Attendance sheets</li> <li>- Evaluation forms</li> <li>- OhioTRAIN records</li> </ul>	<p>The Ohio State University, Center for Public Health Practice</p> <p>Laurie Dietsch; Beth Ransopher</p>

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<b>Implementing Successful CQI Teams</b>	All identified Leadership, Managers, and Supervisors on Teams ; Identified Team Members	<ul style="list-style-type: none"> <li>- Write a CQI team mission statement</li> <li>- Identify strategies for CQI team success</li> <li>- Identify roles that are important to CQI</li> <li>- Recognize the team development process</li> <li>- Know how to get started with a QI team</li> </ul>	<ul style="list-style-type: none"> <li>- Application of the CQI process</li> <li>- Identify how to use a team to improve a process</li> <li>- Pre-requisites: Introduction to CQI (Part 2)</li> </ul>	- Instructor led in classroom	<ul style="list-style-type: none"> <li>- One time only</li> <li>- As needed basis</li> <li>- Four hours</li> </ul>	March 28, 2012	<ul style="list-style-type: none"> <li>- Attendance sheets</li> <li>- Evaluation forms</li> <li>- OhioTRAIN records</li> </ul>	<p>The Ohio State University, Center for Public Health Practice</p> <p>Laurie Dietsch; Beth Ransopher</p>

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<b>CQI Tool Time: Flowcharts, Fishbones &amp; 5 Whys</b>  <b>Module 1 of 5</b>	All identified Leadership, Managers, and Supervisors on Teams ; Identified Team Members	<ul style="list-style-type: none"> <li>- Develop a flow chart</li> <li>- Analyze a flow chart</li> <li>- Develop a cause and effect diagram</li> <li>- Analyze a cause and effect diagram</li> <li>- Apply the 5 whys</li> </ul>	<ul style="list-style-type: none"> <li>- Flowchart</li> <li>- Fishbones</li> <li>- 5 whys</li> </ul>	- Independent study online course	<ul style="list-style-type: none"> <li>- One time only</li> <li>- As needed basis</li> <li>- Two hours</li> </ul>	2013	<ul style="list-style-type: none"> <li>- Attendance sheets</li> <li>- Evaluation forms</li> <li>- OhioTRAIN records</li> </ul>	<p>The Ohio State University, Center for Public Health Practice</p> <p>Laurie Dietsch</p>
<b>CQI Tool Time: Data Tools</b>  <b>Module 2 of 5</b>	All identified Leadership, Managers, and Supervisors on Teams ; Identified Team Members	<ul style="list-style-type: none"> <li>- Utilize a check sheet</li> <li>- Utilize a pareto diagram</li> <li>- Utilize a run chart</li> <li>- Utilize a control chart</li> <li>- Utilize a histogram</li> <li>- Utilize a scattergram</li> </ul>	<ul style="list-style-type: none"> <li>- Check sheet</li> <li>- Pareto</li> <li>- Run chart &amp; Control chart</li> <li>- Histogram</li> <li>- Scatter diagram</li> </ul>	- Independent study online course	<ul style="list-style-type: none"> <li>- One time only</li> <li>- As needed basis</li> <li>- Two hours</li> </ul>	2013	<ul style="list-style-type: none"> <li>- Attendance sheets</li> <li>- Evaluation forms</li> <li>- OhioTRAIN records</li> </ul>	<p>The Ohio State University, Center for Public Health Practice</p> <p>Laurie Dietsch</p>
<b>CQI Tool Time: Decision Tools Force Field Analysis</b>  <b>Module 3 of 5</b>	All identified Leadership, Managers, and Supervisors on Teams ; Identified Team Members	Utilize three CQI decision tools (criteria rating grid, weighted voting, and force field analysis)	<ul style="list-style-type: none"> <li>- Criteria rating grid</li> <li>- Weighted voting</li> <li>- Force field analysis</li> </ul>	- Independent study online course	<ul style="list-style-type: none"> <li>- One time only</li> <li>- As needed basis</li> <li>- Two hours</li> </ul>	2013	<ul style="list-style-type: none"> <li>- Attendance sheets</li> <li>- Evaluation forms</li> <li>- OhioTRAIN records</li> </ul>	<p>The Ohio State University, Center for Public Health Practice</p> <p>Laurie Dietsch</p>

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<b>CQI Tool Time: Planning Tools Module 4 of 5</b>	All identified Leadership, Managers, and Supervisors on Teams ; Identified Team Members	Utilize three CQI planning tools (tree diagram, Gantt chart, and affinity diagram)	<ul style="list-style-type: none"> <li>- Tree diagram</li> <li>- Gantt chart</li> <li>- Affinity diagram</li> </ul>	- Independent study online course	<ul style="list-style-type: none"> <li>- One time only</li> <li>- As needed basis</li> <li>- Two hours</li> </ul>	2013	<ul style="list-style-type: none"> <li>- Attendance sheets</li> <li>- Evaluation forms</li> <li>- OhioTRAIN records</li> </ul>	The Ohio State University, Center for Public Health Practice  Laurie Dietsch
<b>CQI Tool Time: Telling Your Story Module 5 of 5</b>	All identified Leadership, Managers, and Supervisors on Teams ; Identified Team Members	Practice using at least three different CQI-specific tools in creating a QI project storyboard	- Utilize a storyboard for a QI project presenting your case study	- Independent study online course	<ul style="list-style-type: none"> <li>- One time only</li> <li>- As needed basis</li> <li>- Two hours</li> </ul>	2013	<ul style="list-style-type: none"> <li>- Attendance sheets</li> <li>- Evaluation forms</li> <li>- OhioTRAIN records</li> </ul>	The Ohio State University, Center for Public Health Practice  Laurie Dietsch
<b>Advanced CQI Training</b>	All identified leadership, Managers, Supervisors (SAT/MMM)	<ul style="list-style-type: none"> <li>- Understanding and using data</li> <li>- Utilizing advanced CQI Tools</li> <li>- Sharing Results</li> <li>- Taking QI to the next level</li> </ul>	<ul style="list-style-type: none"> <li>- Culture of Quality</li> <li>- Work experience</li> </ul>	- Instructor led in classroom	- Two hours	2013	<ul style="list-style-type: none"> <li>- Attendance Sheets</li> <li>- Evaluation forms</li> <li>- OhioTRAIN records</li> </ul>	Laurie Dietsch



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<b>National CQI Certificate</b>	Identified CPH staff	<ul style="list-style-type: none"> <li>- Quality Improvement</li> <li>- Quality Process</li> <li>- Performance Improvement</li> </ul>	<ul style="list-style-type: none"> <li>- Work experience</li> <li>- Complete basic course curriculum</li> <li>- Complete an exam</li> </ul>	<ul style="list-style-type: none"> <li>- Self-study certificate program</li> <li>- Instructor led in classroom</li> </ul>	<ul style="list-style-type: none"> <li>- Quality Improvement Associate Certification</li> <li>- Quality Process Analyst Certification</li> <li>- Public Health Certificate in Performance Improvement</li> </ul>	- When available	<ul style="list-style-type: none"> <li>- Course certificate</li> <li>- OhioTRAIN records</li> </ul>	<ul style="list-style-type: none"> <li>- Laurie Dietsch</li> <li>- Beth Ransopher</li> <li>- ASQ</li> <li>- ISPI</li> <li>- OPEG</li> <li>- OSU</li> <li>- University of Minnesota</li> </ul>
<b>Internal CPH CQI Groups</b>	CPH staff involved in team projects	Share successes and lessons learned of team projects	<ul style="list-style-type: none"> <li>- Informal groups to discuss progress</li> <li>- Develop a learning community</li> <li>- Reward the work of teams</li> </ul>	<ul style="list-style-type: none"> <li>- Discussion-based groups</li> <li>- Seminar series</li> <li>- Sharing</li> <li>- Poster sessions and tabletop displays</li> </ul>	<ul style="list-style-type: none"> <li>- Annually</li> <li>- As needed</li> </ul>	2013	<ul style="list-style-type: none"> <li>- Attendance sheets</li> <li>- Evaluation forms</li> </ul>	Laurie Dietsch
<b>CQI for Public Health: Big QI – QI Plans &amp; Culture</b>	All identified Leadership, Managers, and Supervisors on Teams ; Identified Team Members	<ul style="list-style-type: none"> <li>- How to use performance measures</li> <li>- How to use program evaluation</li> <li>- How to implement QI/QC/QA</li> </ul>	<ul style="list-style-type: none"> <li>- Culture of Quality</li> <li>- Big QI planning</li> </ul>	<ul style="list-style-type: none"> <li>- Instructor led in classroom</li> </ul>	<ul style="list-style-type: none"> <li>- One time only</li> <li>- As needed basis</li> <li>- Two hours</li> </ul>	2013	<ul style="list-style-type: none"> <li>- Attendance sheets</li> <li>- Evaluation forms</li> <li>- OhioTRAIN records</li> </ul>	Laurie Dietsch

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<b>CQI Customer Focus: Identifying Customer Needs &amp; Expectations</b>	All identified Leadership, Managers, and Supervisors on Teams ; Identified Team Members	<ul style="list-style-type: none"> <li>- Identify customer needs and expectations</li> <li>- Name types of data collection</li> <li>- Explain the difference between evaluating qualitative and quantitative data</li> <li>- Developing surveys</li> </ul>	<ul style="list-style-type: none"> <li>- Surveys, interviews, and focus groups</li> <li>- Decision Making</li> </ul>	- Instructor led in classroom	<ul style="list-style-type: none"> <li>- One time only</li> <li>- As needed basis</li> <li>- Two hours</li> </ul>	2013	<ul style="list-style-type: none"> <li>- Attendance sheets</li> <li>- Evaluation forms</li> <li>- OhioTRAIN records</li> </ul>	Laurie Dietsch
<b>How to Mentor CQI Projects</b>	CPH staff with experience conducting QI projects and willing to be a mentor	<ul style="list-style-type: none"> <li>- Define what a mentor is</li> <li>- Explain at least three ways to be a good mentor</li> </ul>	<ul style="list-style-type: none"> <li>- Develop a pool of CPH staff to mentor other CPH staff on CQI</li> <li>- Create Pool Tools</li> </ul>	- Instructor led in classroom	<ul style="list-style-type: none"> <li>- One time only</li> <li>- As needed basis</li> <li>- Two hours</li> </ul>	2014	<ul style="list-style-type: none"> <li>- Attendance sheets</li> <li>- Evaluation forms</li> <li>- OhioTRAIN records</li> </ul>	Quality Team
<b>CQI “In A Minute” In Service Trainings</b>	CPH staff at staff meetings	<ul style="list-style-type: none"> <li>- Identify at least three tools used in the QI process</li> <li>- Explain Big QI versus Little QI</li> </ul>	<ul style="list-style-type: none"> <li>- Develop “In A Minute” in service training</li> <li>- FAB PHAB Training sessions</li> </ul>	- Instructor led in classroom during regularly scheduled staff meetings	- 15 minutes each	2014	<ul style="list-style-type: none"> <li>- Attendance sheets</li> <li>- Evaluation forms</li> <li>- OhioTRAIN records</li> </ul>	Laurie Dietsch; Quality Team

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<b>CQI External Community Mentoring Group CQI Community Mentoring Pool</b>	<ul style="list-style-type: none"> <li>- Identified community groups</li> <li>- Partners: FCPH and OSU</li> <li>- Potential: other LHD's, hospitals, businesses, ISPI, ASQ, OPEG</li> </ul>	<ul style="list-style-type: none"> <li>- CPH staff trained and experienced in CQI will become a CQI mentor to others in the community</li> <li>- Share CQI best practices</li> </ul>	<ul style="list-style-type: none"> <li>- Create a mentoring pool</li> <li>- Collaborate with other health departments and community partners</li> <li>- Informal groups to discuss progress</li> <li>- Develop a learning community</li> </ul>	<ul style="list-style-type: none"> <li>- Discussion based meetings</li> <li>- Seminars</li> <li>- Share best practices</li> </ul>	<ul style="list-style-type: none"> <li>- Annually</li> <li>- As needed</li> </ul>	2015	<ul style="list-style-type: none"> <li>- Attendance sheets</li> <li>- Evaluation forms</li> </ul>	Laurie Dietsch; Quality Team
<b>Collecting and Managing Data &amp; Statistics</b>	All identified Leadership, Managers, and Supervisors on Teams ; Identified Team Members	<ul style="list-style-type: none"> <li>- Define what constitutes good data for a QI project</li> <li>- Explain ways to manage data</li> </ul>	<ul style="list-style-type: none"> <li>- Using data to begin projects</li> <li>- Learn how to manage data as a means of improvement</li> </ul>	- Instructor led in classroom	<ul style="list-style-type: none"> <li>- One time only</li> <li>- As needed basis</li> <li>- Two hours</li> </ul>	2015	<ul style="list-style-type: none"> <li>- Attendance sheets</li> <li>- Evaluation forms</li> <li>- OhioTRAIN records</li> </ul>	Laurie Dietsch
<b>How to Develop Good Survey Questions</b>	All identified Leadership, Managers, and Supervisors on Teams ; Identified Team Members	<ul style="list-style-type: none"> <li>- Write at least three approved survey questions</li> <li>- Explain how surveys enhance quality improvement</li> </ul>	<ul style="list-style-type: none"> <li>- Types of surveys</li> <li>- How to write survey questions</li> <li>- Benefit of surveys to quality improvement</li> </ul>	- Instructor led in classroom	<ul style="list-style-type: none"> <li>- One time only</li> <li>- As needed basis</li> <li>- Two hours</li> </ul>	2015	<ul style="list-style-type: none"> <li>- Attendance sheets</li> <li>- Evaluation forms</li> <li>- OhioTRAIN records</li> </ul>	Laurie Dietsch

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**Acronyms**

**ASQ - American Society for Quality**  
**CPH – Columbus Public Health**  
**CQI – Continuous Quality Improvement**  
**FCPH – Franklin County Public Health**  
**ISPI – International Society for Performance Improvement**  
**LHD – Local Health Department**  
**OPEG – Ohio Public Evaluators Group**  
**OSU – The Ohio State University**  
**QI – Quality Improvement**