APPENDIX A: FRANKLIN COUNTY BOARD OF HEALTH STORYBOARD

LOCAL HEALTH DEPARTMENT NAME: Franklin County Board of Health
ADDRESS: 280 E Broad St. Columbus, OH 43215
PHONE NUMBER: 614.462.3160
SIZE: Staff of 65
POPULATION SERVED: Approximately 400,000
PROJECT TITLE: Electronic Newsletters for Elected Officials

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PLANNED
Identify an opportunity and Plan for Improvement

1. Getting Started
Plans were made to complete a NOAA/WHO self-assessment tool and use the results to identify areas that needed improvement. Once the results were received, the Task Force was selected. The assessment prioritized the flags—Essential services IV and V—and decided that ED III, Standard I, was a manageable focus area. After a quality improvement training, the project became defined and measurable.

2. Assemble the Team
The assessment team consisted of the Health Commissioner, the Director of Nursing, and Environmental Health, the Medical Officer, Human Resources, the Director of Communications, and an epidemiologist. After much discussion, it was decided that the team should remain the same. Though additional staff could be added later, the assessment prioritized the flags—Essential services IV and V—and decided that ED III, Standard I, was a manageable focus. When the knowledge to continue. Because of the short timeline of the project, it was decided that the team should remain the same. Though additional staff could be added later, the assessment prioritized the flags—Essential services IV and V—and decided that ED III, Standard I, was a manageable focus.

3. Examine the Current Approach
Communication with the county commissioners was limited to infrequent phone calls and emails with select staff. There was no organized approach to communication with elected officials. To improve understanding of information exchange, a survey was sent to all staff who were thought to have communication with the county commissioners.

4. Identify Potential Solutions
Communication solutions were identified to improve understanding of information exchange. A survey was sent to all staff who were thought to have communication with the county commissioners.

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CHECKED
Use Data to Study Results of the Test

7. Check the Results
An example of a survey that was distributed to the county commissioners: Follow-up phone calls were also used to gather information from the commissioners, who stated that the survey was "useful" and "great." As more surveys are distributed, it is expected that the commissioners will provide more feedback.

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ACTED
Standardize the Improvement and Establish Future Plans

8. Standardize the Improvement or Develop New Theory
Due to the success of this implementation, plans will continue to be revised monthly. The county commissioners' feedback will be sought. Developing health department resources to ensure sustainability has become a priority.

9. Establish Future Plans
Plans include expansion of the current model into other areas. Other stakeholders will use the content. However, while the format will remain the same, the content will change according to the audience.

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DO
Test the Theory for Improvement

6. Test the Theory
After discussions with staff and several edition sessions, the electronic newsletter was sent to take shape. Here's page one of the October newsletter.