

## Quality Improvement in Public Health: QI 101

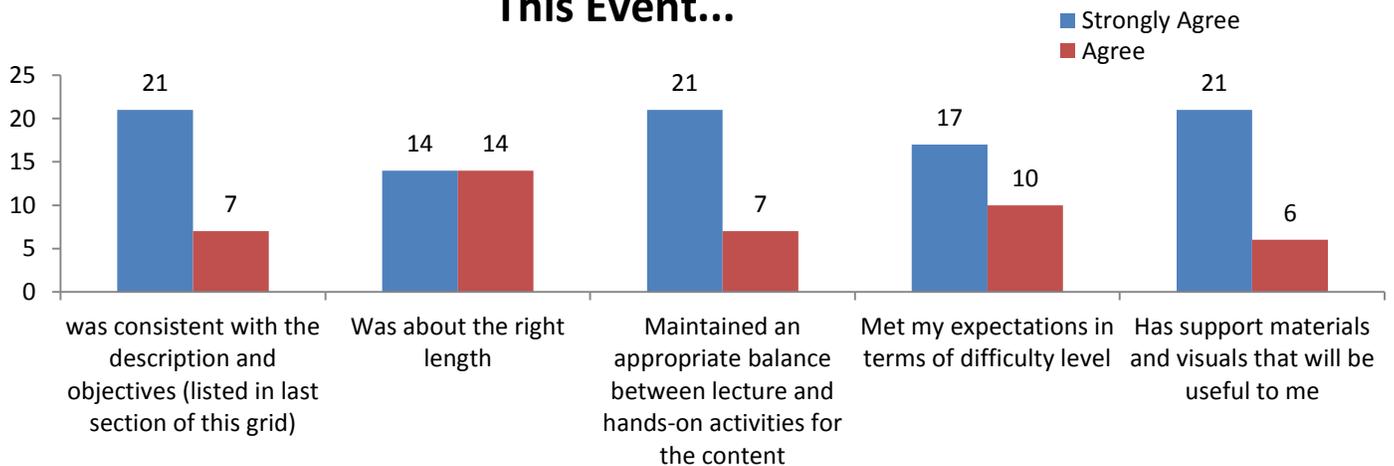
Madison County Health Department

Trainer: Laurie Call

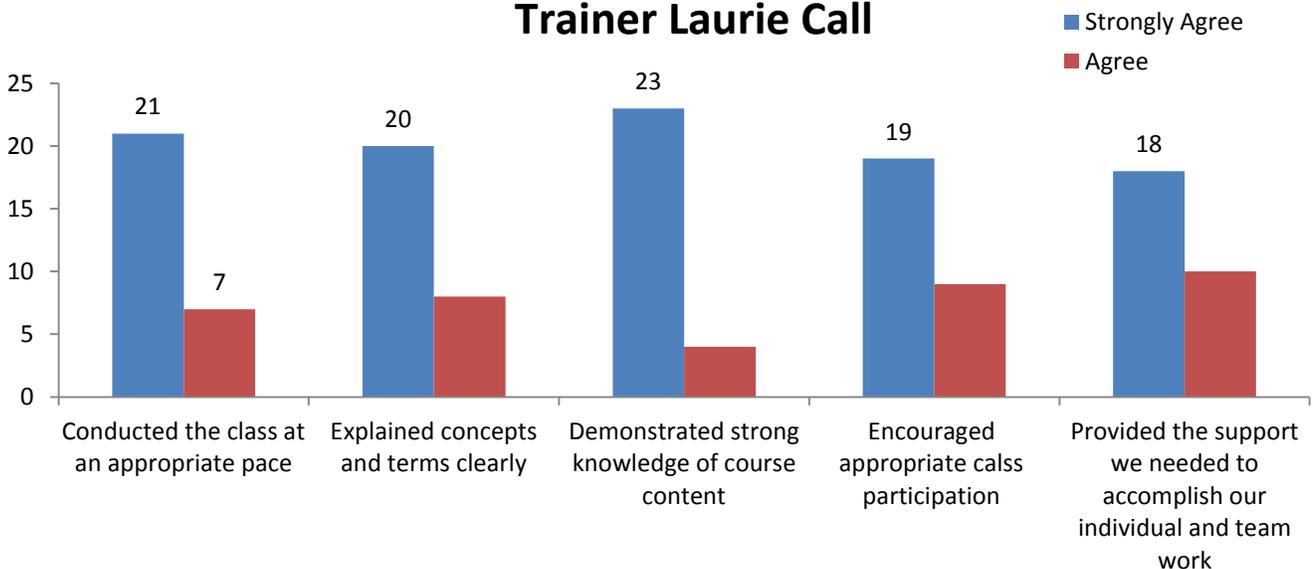
January 23, 2014

For the evaluation, participants were asked to read statements regarding the event, the trainer, and their capabilities to carry out QI-related tasks. They were then instructed to rate their level of agreement with each statement based on their experience in the training. Based on the feedback provided, MCHD staff responded positively to the training and are more prepared to engage in QI.

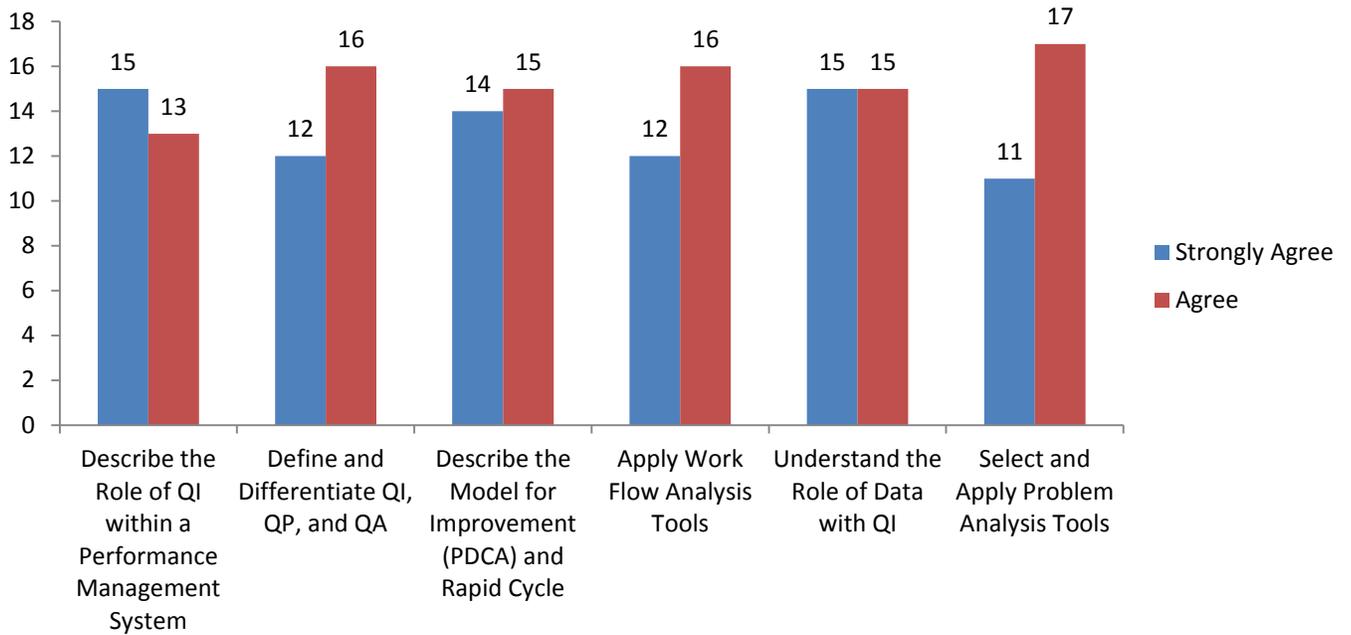
### This Event...



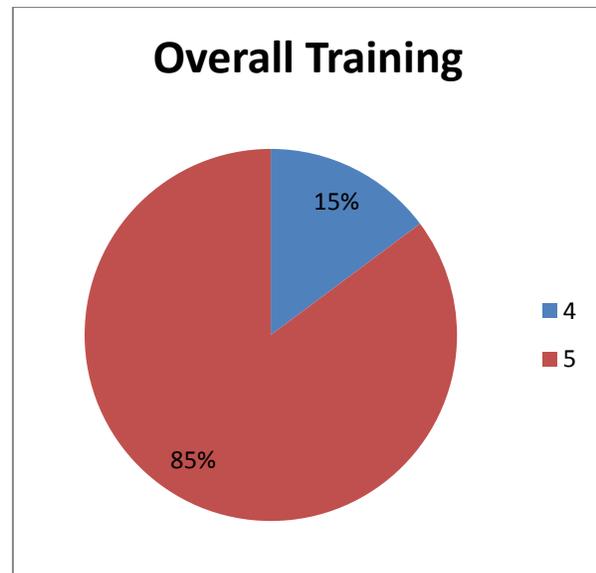
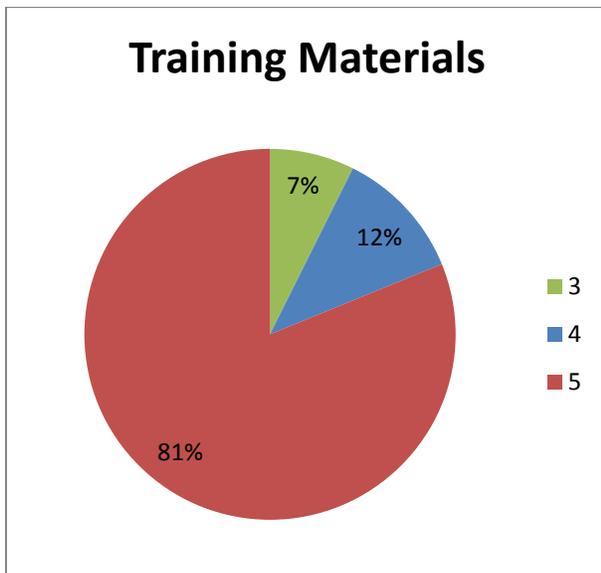
### Trainer Laurie Call



## As a result of this learning session, I am able to or prepared to...



The participants were also asked to rate the training materials, trainer skills, and overall training on a scale of 1-5, 5 being the best and 1 being the worst. All of the participants who rated Laurie Call as a trainer gave Call a 5.



Feedback from the training included:

Strength of Training:

- Intensive, Entertaining
- Good

- Hands on/exercises
- Laurie keeps everyone on track, positive, very easy to understand, really know QI
- Laurie used good real-life examples to apply to material.
- Learning exercises
- Balance between lecture and hands-on training
- Very Good!
- Trainers's knowledge, experience, organization, and skills as an effective trainer.
- Making interesting and knowledge gained easy.
- Trainer Interactive, Instructor

#### Areas for Training Improvement:

- Allow more time for material/information
- We could as 2 small groups or 1 group solve or work on one QI for MCHD, so everyone feels like something was accomplished out of day. Such as time sheets or something like that we could measure.
- So much information – almost needs to be a 2 day training.
- More hand-on training/would like 2 day session
- More time to go over the diagrams that are later in the day
- None – tough to teach as well as she did.
- Management + communication problems where staff can't be as honest. If staff have solution, or management disagrees with real root.

#### Additional Comments or Needs to Start Team Work:

- Laurie has a great personality and really makes the training more interesting
- Very informative & useful info!
- I would like to see smaller group training per division and then coming back (3) months later and detailed training as a whole organization.
- I think staff need to see something go through QI and a change made to see value. Basically that things are critically looked at to find root cause and adjustments made. Laurie did a great job! I think this is really valuable for staff to use. If QI Council meets and they do a project or go through process send Power Point through email of process or result. I believe it will help staff understand and see how valuable it can be.
- Laurie was a great speaker.
- Excellent Job! Laurie does an amazing job of taking an intimidating, intangible concept and explaining it simply and realistic/feasible for staff and the health dept. to use.
- Laurie did an excellent job teaching the class!
- Thank you! Good ideas