APPENDIX A: STORYBOARD TEMPLATE

LOCAL HEALTH DEPARTMENT NAME: Tulsa City-County Health Department
ADDRESS: 5051 S 129th E Ave, Tulsa, OK 74134
PHONE NUMBER: 918-595-4058
SIZE: Large
POPULATION SERVED: 583,000
PROJECT TITLE: Agency QI Program Infrastructure

PLAN
Identify an opportunity and Plan for Improvement

1. Getting Started
Complete the NACCHO LHD Self-Assessment tool in the spring with upper management staff and identified the need for a formalized agency process for evaluating and improving programs.

2. Assemble the Team
The EMT group identified the need for consistent involvement of upper management through oversight and approval of particular QI projects/ideas of programmatic staff. Agency QI team is comprised of small QI project team leaders (5) a QI coordinator and the EMT group. Each small QI team is comprised of 4-8 staff.

3. Examine the Current Approach
Currently, program evaluation occurs annually with strategic planning retreats programatically. Programs do an excellent job of gathering data however, a formal process for evaluating the data for program efficacy on a more frequent basis does not exist. Additionally, guidelines for measuring program efficacy against other national best practices are not in place.

4. Identify Potential Solutions
Potential solutions included utilizing the intranet Dashboard system that will soon be in place; identifying staff in each program to participate in a committee; developing a QI infrastructure.

5. Develop an Improvement Theory
Regular evaluation of program metrics and efficacy utilizing a Plan-Do-Check-Act model will improve our ability to provide the community with the 10 essential public health services and give staff an opportunity to identify solutions to programmatic problems in a team environment with broad agency support.

DO
Test the Theory for Improvement

6. Test the Theory
Conduct QI training for EMT group and Divisional QI teams. Implement the QI infrastructure and evaluate feasibility of quarterly reporting timeline.

CHECK
Use Data to Study Results of the Test

7. Check the Results
Divisional QI Teams were able to successfully meet established deadlines for this cycle.

ACT
Standardize the Improvement and Establish Future Plans

8. Standardize the Improvement or Develop New Theory
The QI structure with quarterly reporting will continue through 2009 and be re-evaluated for continued feasibility and utility to staff.

9. Establish Future Plans
Continue infrastructure with annual evaluations until all staff have participated on a QI project, at which point explore the feasibility of completing inter-program or inter-divisional QI projects.