

Building a System that Supports Quality

2014 NNPHI Annual Conference – Roundtable Discussion

Session Description

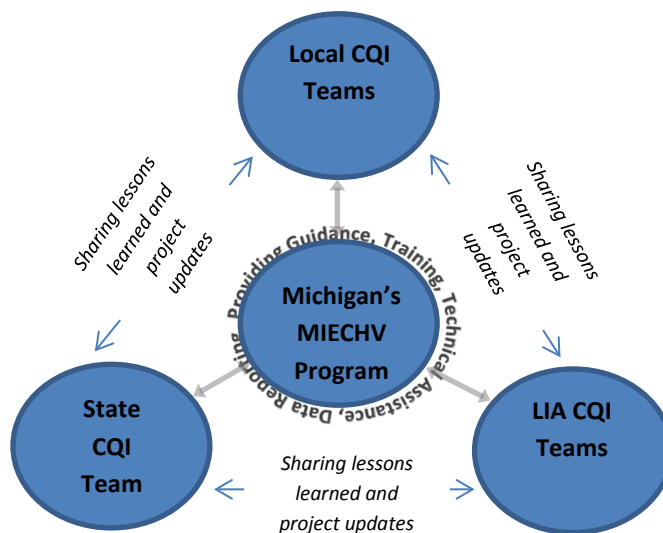
Performance management and quality improvement have the potential to ensure that public health system partners efficiently and effectively support public health outcomes. However, use of these methods is limited outside of governmental public health agencies. The Michigan Public Health Institute is applying performance management and quality improvement tools and methods in our work with public health system partners through Michigan's Maternal, Infant, and Early Childhood Home Visiting Program. This session will describe the system-wide home visiting structure for supporting quality, approach to using data to drive improvement, training and technical assistance model, and process for monitoring progress toward system-wide performance standards. Practical tools and strategies for applying performance management and quality improvement methods with public health system partners will be shared.

Learning Objectives

1. Participants will be able to identify how a multi-layered strategy can be used to build a service system that supports quality.
2. Participants will be able to identify public health system partners that can use quality improvement methods to support improved public health outcomes.
3. Participants will be able to identify strategies for applying performance management and quality improvement tools with public health system partners.

A Model

Michigan is currently building a system that supports quality through the State's Maternal, Infant, and Early Childhood Home Visiting (MIECHV) Program. The MIECHV Program is led by the Michigan Department of Community Health and the Michigan Public Health Institute leads performance management and quality improvement activities (PM/QI). A multi-layered approach, guided by a Continuous Quality Improvement Plan (<http://www.michigan.gov/homevisiting/>), is being used to support PM/QI through the MIECHV Program. The State home visiting system, local home visiting systems, and local implementing agencies (LIA) are responsible for assuring home visiting programs meet standards of quality implementation and that they achieve improvement in six benchmarks and 37 performance measures. In order to address performance gaps, QI teams at all three levels implement QI projects using Plan-Do-Study-Act methodology. Public health system partners at the state and local levels engaged in these teams include, in addition to public health, education, human services, mental health, substance abuse, child abuse and neglect councils, early childhood programs and collaboratives, and parents.



Strategies for Building a System that Supports Quality

Training

Training to provide support for Continuous Quality Improvement (CQI) activities is provided through four main mechanisms and adapted as needed (State, local, and Provider Site).

1. Two-day, in-person, hands on Kick Off Training on CQI methodology and tools for all LIAs involved in Michigan's MIECHV Program as well as the State and local teams
2. Quarterly teleconferences/webinars for Provider Sites and local teams bringing all everyone together to provide just in time training on CQI methodology and tools as well as engage in peer learning
3. Annual Learning Collaboratives composed of Provider Site teams working toward a common improvement goal in order to address common performance gaps
4. Annual in-person CQI Learning Meeting with all teams

Technical Assistance

Ongoing technical assistance on CQI methodology and tools is provided to all CQI teams. Technical assistance includes:

- Review and feedback on CQI documentation, particularly team charters and story boards
- Email and telephone correspondence to address questions or concerns
- Sharing resources to help move teams forward
 - Tool templates
 - Program SharePoint site

Tools

Many tools are utilized to support performance management and CQI through the MIECHV Program, including:

- Quarterly reporting on performance measures
- CQI Team Charter Template and Guidance Document
- Aim Statement Worksheet
- Step-by-Step CQI Tool Tutorials
 - Process Mapping
 - Root Cause Analysis: Fishbone Diagram and Force Field Analysis
 - Data tools: Check sheets, data tables, bar charts, and run charts
 - Affinity Diagram
 - If/Then Statements
- Story Board Template
- *Embracing Quality in Public Health: A Practitioner's Quality Improvement Guidebook*
- *The Public Health Memory Jogger II*

Research & Development

Studies to test innovations in supporting PM/QI are conducted. The first study tested the use of the Learning Collaborative Model as a mechanism to improve program implementation and model fidelity. This study led to the routine use of this model as a mechanism to improve system performance. The second study will test cross-model standards of home visiting program quality. If successful, this study will be used as the basis of a program quality monitoring system that will be used to set common standards across agencies funding home visiting programs.

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