

User & Resource Guide

Quality Improvement Plan Template

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In February 2013, the Center for Public Health Practice convened a team of representatives from the state and local health jurisdictions in Ohio to create a template for a quality improvement plan that served to address the documentation requirement associated with the Public Health Accreditation Board Standard 9.2.1 and support Standard 9.2.2. This process was modeled after a similar one applied with significant success in 2011 to address workforce development plan requirements. In addition to supporting the accreditation documentation requirements, the resulting QI Plan template was designed to serve as a guide for agency quality improvement efforts and be adaptable to meet agency-specific needs.

This document serves as a user guide and resource manual for using the template to create an agency quality improvement plan. New materials, examples and resources will be added to this document as they are identified.

Important Note: Use of the QI Plan template does not guarantee compliance with PHAB standards. *This template is based on Version 1.0 of the PHAB Standards and Measures. Use of this template does not guarantee compliance with PHAB Accreditation Standard 9.2.1 or 9.2.2. Version 1.5 is due for release in January 2014.*

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Template Development

Development team and acknowledgments

Many people contributed guidance, feedback, and content for this template and user guide. With much appreciation they are listed here.

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Development process

In February 2013, the Center for Public Health Practice convened a development team (denoted with * above) for the purpose of establishing an outline for an agency-based quality improvement plan. The process was modeled after a similar one that took place in 2011 to develop a workforce development plan template. It began with reviews of existing quality improvement plans and development guidance. Key elements of an effective plan, as well as PHAB documentation requirements, were identified. The development team then translated these key elements into a plan outline that included notations about preferences such as balancing thoroughness with flexibility and a desire for brevity.

Using the outline as a guide, the Center for Public Health Practice drafted a template and user guide, which were then reviewed by members of the development team and subsequently revised. The template was then vetted to a wider group of practitioners with QI experience.

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Sponsor

This template and subsequent workshops were created by the Center for Public Health Practice, located in the College of Public Health at The Ohio State University. The work is made possible, in part, by the Ohio Public Health Training Center, grant number UB6HP20203, from the Health Resources and Services Administration, DHHS, Public Health Training Center Program. Contents are solely the responsibility of the authors and do not necessarily represent the official views of HRSA.

Questions

The template User & Resource Guide will be updated as new resources are identified. For questions about the guide or the template, and/or to share suggestions for additional resources and sample materials, contact: Joanne Pearsol, MA, MCHES, in the Center for Public Health Practice, Ohio State University College of Public Health; jpearsol@cph.osu.edu or 614-292-1085.

How to Use the Template

Introduction The quality improvement plan template contains the following sections. These can be edited to meet your agency's specific needs:

- Purpose & Introduction
- Definitions & Acronyms
- Description of Quality in Agency
- Quality Goals & Implementation
- Projects
- Training
- Evaluation and Monitoring
- Communication
- References & Resources
- List of Appendices
 - Appendix: Summary of QI Projects
 - Appendix: QI Team Charter Template
 - Appendix: QI Project Storyboard Template
 - Appendix: QI Training Plan
 - Appendix: QI Activity Timeline
 - Appendix: Commonly Used QI Tools

Editing the template

The template is a Word document formatted as a series of tables that can be edited. Section breaks were used between pages. It is helpful to turn on the 'View Gridlines' feature for tables in Word when editing. The document text is in two colors:

- **Black:** standard language that does not need modified, but could be.
- **Red:** Provides instructions / examples for completing each section. All red text should be edited or deleted to meet your agency's specific needs. If the red text is edited, it should be changed to black before considering the document final. This language is suggestive only; it is not all inclusive.

Sections and appendices also may be added to further customize the document.

Disclaimer

This template has been designed to address the documentation requirement for (version 1.0) Public Health Accreditation Board Measure 9.2.1: *Establish a quality improvement program based on organizational policies and direction*, and to support Measure 9.2.2: *Implement quality improvement activities*. Users of this template should thoroughly familiarize themselves with current standards, associated measures, and required documentation. Use of this template does not imply or guarantee acceptance of the final product as meeting PHAB requirements.

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**QI plan and
template
considerations**

Some organizations that have prepared or are preparing for accreditation have combined their QI plan with an overall performance improvement plan. This is not a requirement of PHAB, and it is not encouraged or discouraged by PHAB. The decision is an individual agency one. This template was not intended to serve both purposes, but could be modified to do so.

The examples offered in the template are meant to illustrate a range of types of activities that might apply to organizations of different sizes and/or in different phases of QI implementation. In all cases, users should consider what is logical, practical, and applicable to their organization when developing their plan.

Lastly, as the template is applied, consider:

- A quality improvement plan should align with the agency's strategic plan, workforce development plan, and performance improvement plan/system. Make sure these documents are in sync with one another and cross references are made as applicable.
 - The quality of a QI plan is not necessarily associated with its length. Template users should be descriptive, yet succinct.
 - Consider placing documents that will be updated frequently in the plan's appendices rather than within the body of the plan itself to make updates easier.
 - Be realistic when developing plans.
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Quality Improvement Resources

There are a growing number of resources to support quality improvement in public health. The following table lists some of those resources, both state and national. The list is in no way exhaustive. Resources are listed in alphabetical order. In addition to those listed here, you may also consider local and regional resources, such as community colleges, hospitals (who have a history of quality improvement initiatives), and academic institutions near your jurisdiction.

Resource	Location & Description
American Society for Quality	http://asq.org A membership organization whose mission is: <i>to increase the use and impact of quality in response to the diverse needs of the world.</i> Training, resources, certifications, and learning communities.
Association of State and Territorial Health Officials	http://www.astho.org Membership organization for state health officials. Resources, links to QI and performance management tools.
Center for Public Health Practice, The Ohio State University College of Public Health	http://cph.osu.edu/practice Live and online competency-based training and other organizational development resources. https://www.cphplearn.org/ Learning content management system; searchable catalog.
Center for Public Health Quality	http://www.centerforpublichealthquality.org/ A new, national resource with training, toolkits, consultation, and technical assistance.
Centers for Disease Control and Prevention	http://www.cdc.gov/stltpublichealth/performance/ Concepts, resources, and links about quality improvement and performance management.
Journal of Public Health Management and Practice	Volume 18 (1) January/February 2012 - pg. 1-101,E1-E16 Volume 16 (1) January/February 2010 - pg. 1-85,E1-E17 Journals dedicated to quality improvement.
Michigan Public Health Institute	http://mphiaccredandqi.org/Guidebook.aspx Practitioners Quality Improvement Guidebook. http://mphiaccredandqi.org/PMQITraining/Login.aspx Performance Management/QI online course.

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Resource	Location & Description
National Association of County and City Health Officials (NACCHO)	http://www.naccho.org/topics/infrastructure/accreditation/quality.cfm QI resources, training, templates. http://www.naccho.org/toolbox/program.cfm?id=25 Searchable QI literature, templates, examples, etc. http://qiroadmap.org/ Roadmap to a Culture of Quality Improvement.
National Network of Public Health Institutes (NNPHI)	www.nnphi.org/api Accreditation and performance improvement resources. www.nnphi.org/npjpsp/resources Public health improvement webinars and training. www.nnphi.org/phpit Public health performance improvement toolkit.
Public Health Quality Improvement Exchange (PHQIX)	https://www.phqix.org/ Online community for learning and sharing about quality in public health. Searchable; forum for online dialogue and sharing (uploading) example documents (including example QI Plans).
Public Health Accreditation Board (PHAB)	http://www.phaboard.org/ Non-profit organization that oversees public health agency accreditation. Accreditation standards, measures, and requirements; training, resources, accreditation.
Public Health Foundation (PHF)	http://www.phf.org/focusareas/pmqi/pages/default.aspx Performance management and quality improvement website, including Turning Point framework.
TRAIN/Ohio TRAIN	www.train.org ; www.ohiotrain.org Searchable public health-related continuing education opportunities offered by affiliates from across the country, including Ohio.
University of Minnesota	http://www.sph.umn.edu/programs/certificate/piph/ Public Health Certificate in Performance Improvement.