

Public Health Performance Management Centers for Excellence

2013 Quality Improvement Grantees
Learning Congress

September 23, 2013

The “Tech Physical”

Kitsap Public Health District

Public Health Performance Management Centers for Excellence

Kitsap County

- Total population: 251,133
- 68% residing in unincorporated areas
- Kitsap Public Health District: 88.9 FTEs and \$9.8 million annual budget
- KPHD has a standing Quality Council and has undertaken 2 Quality projects prior to this



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Project Team

- Nancy Acosta, RN, BSN Public Health Nurse
- April Fisk, Clinical Services Supervisor
- Grant Holdcroft, RS, Senior EH Specialist
- Ed North, IT Program Manager
- Shelley Rose, Health Educator
- Terri Smith, IT Specialist, Project Lead

Project Identification

- Project identification came from the District's quality training workshops in which the team being trained identified and prioritized potential projects
- This project received one of the highest priority scores

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AIM Statement

- *Develop the standards, tools, and methods for an IT initiative to:*
 - i. *Perform systematic evaluations of Program work processes*
 - ii. *Proactively identify opportunities to more effectively leverage technology to improve the efficiency, reliability or effectiveness of those processes*

Project Activities

- Brainstormed and prioritized qualities and characteristics to give us a general direction
- Identified **customer** (staff, managers, directors) and **supplier** (IT department) requirements
- Mapped customer requirements to process features and created process flowchart
- Completed Failure Mode and Effects Analysis worksheet
- Built and tested the tools and methods for the new process

Quality Tools - Affinity Diagram

We brainstormed the qualities and characteristics the new Tech Physical should have and organized them into an affinity diagram around 5 key characteristics.

Have good communication throughout

Make it clear that staff are partners in this, not subjects

Don't spring anything on people. Begin communicating early on

Give people information they can understand. Do not bury people in unneeded technical detail.

Report should give real guidance

Include a grading tool to rate ease of implementation and degree of impact

Include ongoing maintenance costs and not just initial costs

Show all ideas regardless of cost

Include measurement tool to assess impact of implemented recommendations

See the big picture

Process should be informed by program goals and agency priorities

Be aware of national priorities and trends

Be mindful of external technology (e.g. DOH databases)

Be practical

The expertise to keep a new process running should be in-house

Not every step of the Tech Phys. needs to be implemented by IT staff

Identify equipment or software expertise among staff outside of the IT department

Be flexible

Must accommodate wide range of programs and different work within a program

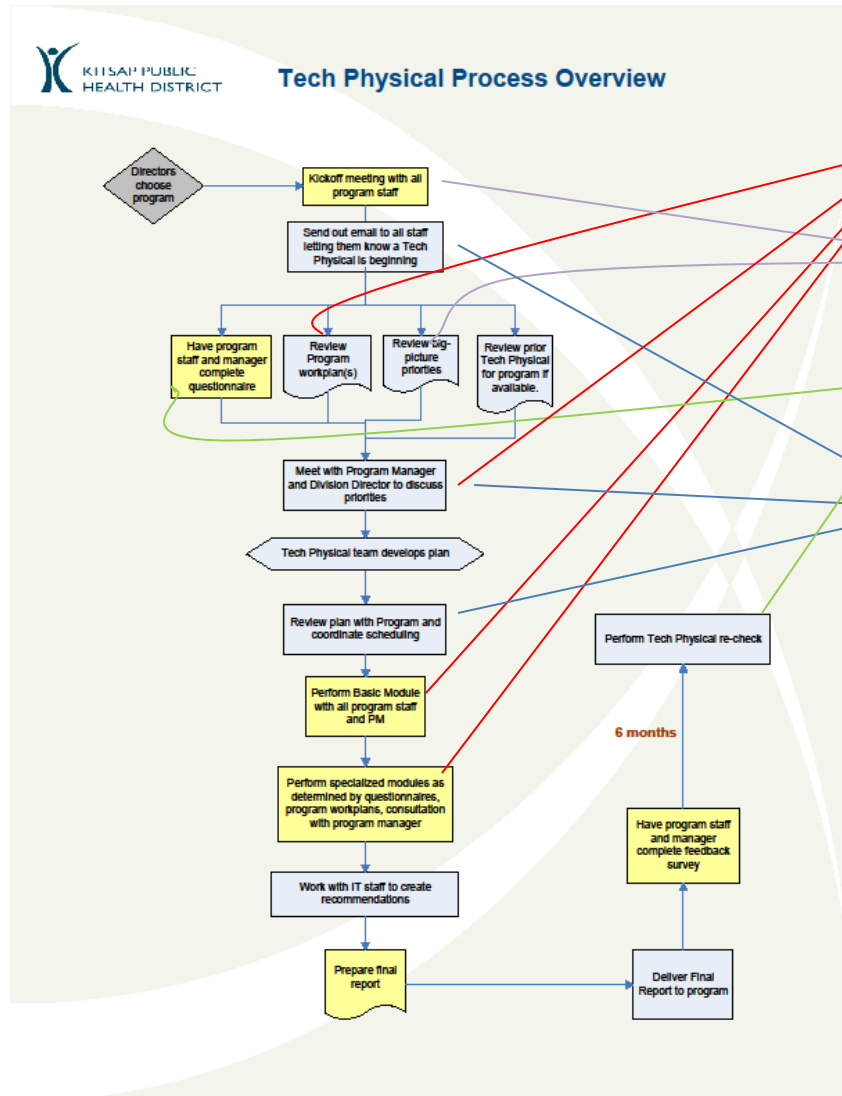
Scheduling of Tech Physical needs to be considerate of program workflow, i.e. staff who do home visits may more lead time

Quality Tools - FMEA

Step/Function	Potential Failure and Effects	S	Potential Causes	O	Process Controls	D	RPN	Actions	Who/when
Kickoff meeting with all program staff – to orient the staff on the purpose and process of the Tech Physical from start to finish.	Program staff do not get accurate idea of what to expect from the process	7	Too much jargon	1	QI team develops materials	3	21	Test tools, ask for feedback, modify accordingly	QI team
	<i>Staff frustrated</i> 5		Kickoff meeting does not cover entire process	1	QI team develops materials	2	14	Test tools, ask for feedback, modify accordingly	QI team
	<i>Confusion leads to inaccurate info</i> 7								
	Program staff are skeptical about Tech Physical	8	Tech Physical team poorly prepared or does not have right materials	2	Have template for Kickoff Meeting	3	48	Develop and test kickoff meeting presentation	QI team and Tech Physical lead
	<i>Lack of engagement or cooperation</i> 8		Staff believe it won't be useful for them	2	None	10	160	After TP, highlight successes, provide progress report	QI Council and IT Dept.
	Staff do not attend the meeting	7	Staff don't know about or forget about meeting	1	Scheduling tool	1	7	Check responses, send reminders	Tech Physical lead
	<i>May create confusion about the process</i> 7		Staff do not prioritize or skip/miss meeting	4	None	10	280	Work with managers and directors to emphasize importance of Tech Phys. Have one-on-one or small group meeting with anyone who misses kickoff.	IT Manager and Tech Physical lead
	<i>May delay the process</i> 1								

The Team completed a Failure Mode and Effects Analysis worksheet, breaking down each step of the Tech Physical process. We modified the layout slightly to make it easier for us to use.

Results - The Tech Physical Process



Customer requirements gathering

Benchmarking research

Supplier requirements

Failure Mode and Effects Analysis

Results - Tech Physical pieces

Tech Physical Initial Questionnaire

Section 1
[Microsoft Word](#)
[Microsoft Excel](#)
[Microsoft Powerpoint](#)
[Microsoft Outlook](#)
[Microsoft Access](#)
[Microsoft Office Visio](#)
[Microsoft Office Project](#)
[Adobe Acrobat Pro](#)
[Adobe In Design](#)
[Adobe Photoshop](#)
[Adobe Illustrator](#)
[Camtasia Studio](#)
[RightFAX desktop faxing](#)
* [Microsoft Publisher](#)

Section 2 ++ [Skip these](#)

Section 3

Section 4 ++

Section 5 [Skip these](#)

Section 6 ++ [Skip these](#)

Section 7

Section 8

++ You are allowed to add items at the end of section

* Item is not completed

Section 1. Software that has been made available to everyone at KPHD (either on your own machine or on a shared machine)

Microsoft Access ☐ Never heard of it

a How often do you use this software?
☐ Never ☐ Rarely ☐ Occasionally ☒ Frequently

b How comfortable are you with this software?
☐ I don't really know what I'm doing ☐ I can manage the basics ☐ Comfortable ☒ Very Comfortable

c Do you think additional training on this software would be useful for you?
☐ Yes ☒ No ☐ Not sure

d Would you be comfortable being a resource to other staff on this software?
☒ Yes ☐ No

e Additional comments about this software:

[Previous Item](#) [Next Item](#)

The Initial Questionnaire will be completed by everyone in the selected program at the beginning of a Tech Physical. It is an inventory of what software and hardware they use and are familiar with, and where they think more training would be helpful.

A shortcut for the Questionnaire will be placed onto their desktops and they access it from Internet Explorer.

Results - Tech Physical pieces

3. If the user has a laptop:

Is it encrypted with Sophos? Yes _____ No _____

Describe its usage (circle all that apply): primary computer at home for VPN field work travel

☐ For field work or travel, remind user it should be stored securely, like in a locked trunk, when not in use.

If they use a laptop as their primary computer, can they easily connect it to external monitor/mouse/keyboard?

Yes _____ No _____ N/A _____ Comment: _____

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User Name: _____

4. How does the user manage their passwords?

	Yes	No	Comment
Password vault program			
Kept in phone			
Written down, not obvious			
Readily displayed/visible			
Use the same password			

The Basic Module is designed to be performed by the Tech Physical staff person with the user at their desk as observation and walkthrough. It covers topics common to everyone like file management and calendar usage and security.

The draft for testing is a paper form, but it will be converted to some type of electronic entry later.

Results - Tech Physical

A survey of the beta test staff will be performed to assess their experience with the Tech Physical but those results are not available yet. We have a goal of 80% rating it as comfortable or very comfortable.

In surveying I.T. staff, 80% feel the Tech Physical will be useful or very useful, and the same number report being confident or very confident in the process.

Next Steps

- Wrap up testing and survey beta test program staff
- Modify elements as needed based on survey results
- Turn it over to IT Department for full implementation at the beginning of 2014
- Build additional modules as needed
- Perform approximately 3 Tech Physicals per year

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