North Dakota Department of Health Quality Improvement Implementation Procedures

**Purpose:** To guide the implementation and communication of quality improvement (QI) efforts to foster a culture of efficiency and effectiveness throughout the department.

QI is a priority at NDDoH and should be happening at all levels within the department. Staff will **intentionally and continuously** analyze, monitor and improve the quality of processes, programs, services and outcomes. NDDoH has adopted the Plan-Do-Study-Act method as a framework for conducting QI projects. Often times planning and problem solving tools are applied to identify the root cause of the problem and potential solutions to test.

NDDoH’s core principles of quality improvement:
- Empowers staff to identify and make improvements;
- Involves a team or includes team knowledge;
- Meets the needs of our customers;
- Measures improvements; and
- Uses data and information for decision making.

QI Council members are available to support, facilitate and coach QI projects. QI projects can be as simple as providing instructions to operate a conferencing system to more complex projects that involve different stakeholders and have many solutions that are not easily identified. Most QI projects conducted by staff **will not** require a formal proposal and selection process. However, for cross-cutting projects that involve multiple sections, divisions, and/or programs and more complex projects, a formal proposal and selection process is required.

**Project proposal forms (provide link) will be completed when:**
- Project ideas are complex and the solutions or change strategies are not easily identified, and a QI Council member is needed to assist in applying QI methods and tools.
- Project ideas are cross-cutting or will affect more than one section.

1. Submit project proposal forms to your QI Council representative. The proposal will be discussed with the Performance Management Steering Committee and prioritized by;
   - Alignment with the strategic plan
   - Accreditation identified areas for improvement
   - Available resources
   - Insight of section chiefs
2. Complex and cross-cutting QI projects will be facilitated by a QI Council member and led by staff in the appropriate program area.

**NDDoH wants to recognize all QI projects. In order to document the QI project process and results, consider the following implementation steps:**
1. **Select a QI project** - It does not have to be a large project; sometimes smaller projects that produce results have a great impact.
2. **Seek approval** from your Division Director and/or Section Chief
3. **Assemble a project team** - Choose your team members based on their knowledge of, and involvement in, the processes you’re desiring to change.

4. **Develop an aim statement** - Answer the question: What are we trying to accomplish?

5. **Develop measures** - Answer the question: How will we know our changes are an improvement?

6. **Identify potential solutions** - Answer the question: What improvements can we make?

7. **Test your ideas** - Implement ideas and measure/monitor to determine if the strategies resulted in improvements.

8. **Sustain project improvements** - If the changes successfully improved the process, adopt the changes.

9. **Communicate the results** of the QI project by completing the QI project results form (include link) and storyboard template (include link). Submit completed forms to your section QI Council representative.

10. **Celebrate your success**
Goal 1: Create a department culture of QI

Objective 1: By September 30, 2019, the QI Council will promote the implementation of QI projects throughout the department.
Activity 1: Communicate project selection procedures
Activity 2: Facilitate implementation of QI projects
Activity 3: Share project results

Objective 2: By September 30, 2019 The QI Council will promote the value of QI by developing and implementing QI communication strategies.
Activity 1: Develop and implement an annual all-staff QI and PM questionnaire/test providing information on the value of QI and PM
Activity 2: Further develop and maintain QI intranet site to demonstrate the value of QI, recognize employee efforts and share project results
Activity 3: Design and implement a public facing site to share local public health and department QI storyboards

Objective 3: By September 30, 2019, The QI Council will develop and implement QI training strategies to effectively train staff at all levels on QI
Activity 1: Develop and implement an annual all-staff QI and PM questionnaire/test to determine staff knowledge
Activity 2: Maintain performance management training requirements in workforce development plan.
Activity 3: Provide at least 2 QI tool and concept training sessions