

Quality Improvement & Performance Management Survey

Michigan Department of Community Health
Public Health Administration

*Michigan Department
of Community Health*



Rick Snyder, Governor
James K. Haveman, Director

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*Prepared by the PHA Office of Performance Improvement and Management and the
MPHI, Office of Accreditation and Quality Improvement*

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Michigan Department of Community Health Public Health Administration

The Office of Accreditation and Quality Improvement at Michigan Public Health Institute is supporting the Michigan Department of Community Health's quality improvement efforts through its National Public Health Improvement Initiative (NPHII) grant by providing quality improvement and performance management training to MDCH staff. This survey is being conducted to assess your knowledge, attitudes, and experiences about quality *improvement and performance* management in public health. Your answers to the survey questions will be used to help make training activities more responsive to the needs of participants. This survey will take approximately 10 minutes to complete. Your responses will be fully confidential, results will only be reported in aggregate, and you will not be identifiable by your answers. Your participation in this survey is completely voluntary and you are free to decline to answer any question.

We would appreciate your response by February 24, 2012.

If you have any questions about this survey, please contact:

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1. A. What is your program area? (choose one)

- Division of Communicable Disease
- Division of Immunization
- Division of Genomics, Perinatal Health, and Chronic Disease Epidemiology
- Division of Environmental Health
- Women, Infants, and Children Division
- Division of Family and Community Health
- Children's Special Health Care Services Division
- Bureau of Laboratories – Chemistry and Toxicology Division
- Bureau of Laboratories – Infectious Disease Division
- Bureau of Laboratories – Quality Assurance Division
- Bureau of Laboratories – Office of Public Health Preparedness
- Division of Local Health Services
- Division for Vital Records and Health Statistics
- Division of Chronic Disease and Injury Control
- Division of Health, Wellness, and Disease Control
- Bureau of Local Health and Administrative Services

- Bureau of Laboratories
- Bureau of Epidemiology
- Bureau of Family, Maternal, and Child Health
- Other (please specify): _____

B. What is your position within your program area? (choose one)

- Bureau Chief
- Division Director
- Division Manager
- Unit Supervisor/Manager
- Other (please specify): _____

2. Please indicate your level of agreement with the following statements regarding your knowledge and opinions about **quality improvement**.

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
I have Participated in organized quality improvement activities in the past three years.	<input type="checkbox"/>					
I can define quality improvement.	<input type="checkbox"/>					
I can describe the difference between quality improvement and quality assurance.	<input type="checkbox"/>					
I can describe the benefits of using quality improvement in public health.	<input type="checkbox"/>					
I can describe the stages of the Plan-Do-Study-Act (PDSA) cycle.	<input type="checkbox"/>					
Quality improvement involves changing processes.	<input type="checkbox"/>					
Quality improvement does not involve data.	<input type="checkbox"/>					
Quality improvement only involves managers.	<input type="checkbox"/>					
Quality improvement does not consider information from clients or customers	<input type="checkbox"/>					
When using quality improvement, you should be able to distinguish whether your change is an improvement.	<input type="checkbox"/>					

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
I can list the four basic principles of quality improvement.	<input type="checkbox"/>					
Spending time and resources on quality improvement is worth the effort.	<input type="checkbox"/>					

3. Have you, or any of your staff, participated in formal training on the following quality improvement methods or frameworks?

	You		Your Staff	
	Yes	No	Yes	No
Plan Do Study Act	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(PDSA) Baldrige Performance Excellence Criteria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Balanced Scorecard Lean Six Sigma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have not received any training in quality improvement methods.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. What quality improvement methods have you, or any of your staff, previously used, if any?

	You		Your Staff	
	Yes	No	Yes	No
Plan Do Study Act	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(PDSA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Baldrige Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excellence Criteria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Balanced Scorecard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Six Sigma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have not previously used quality improvement methods in my work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Do you, or any of your staff, have experience using any of the following quality improvement tools?

	You		Your Staff	
	Yes	No	Yes	No
Affinity diagrams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brainstorming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fish Bone/Cause and Effect Diagram	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Five Whys	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Forcefield Analysis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gantt Chart	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Logic Model	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Matrix	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Process Map/Flowchart	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Story Board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check Sheet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Control Chart	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Histogram	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pareto Chart	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Run Chart	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scatter Diagram	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stratification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. How often do you use quality improvement methods or tools, such as those listed in the previous two questions, in your current role? (Check One)

- Never
 Somewhat Often (Less than once a year)
 Often (Several times a year but less than once a month)
 Very Often (Once a month or more frequently)

7. How often do your staff use quality improvement methods or tools, such as those listed in the previous two questions, in their work?

- Never
 Somewhat Often (Less than once a year)
 Often (Several times a year but less than once a month)
 Very Often (Once a month or more frequently)

8. What else would you like to tell us about your or your staff members' use of quality improvement in your work?

9. Please indicate your level of agreement with the following statements about **quality improvement** in your agency.

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
Leaders of my agency are receptive to new ideas for improving agency programs, services, and outcomes.	<input type="checkbox"/>					
The director and/or the management team of my public health agency work together for common goals.	<input type="checkbox"/>					
Staff in my agency consult with one another to solve problems.	<input type="checkbox"/>					
Staff members are routinely asked to contribute to decisions at my public health agency.	<input type="checkbox"/>					
There is an established process for identifying priorities for quality improvement in my public health agency.	<input type="checkbox"/>					
Customer satisfaction information is routinely used by many individuals in my public health agency.	<input type="checkbox"/>					
Accurate and timely data are available for program managers to evaluate the quality of their services	<input type="checkbox"/>					
Many staff have the authority to change practices or influence policy to improve services within their areas.	<input type="checkbox"/>					
Many individuals responsible for programs and services in my public health agency have the skills needed to assess the quality of their programs.	<input type="checkbox"/>					
My public health agency has objective measures for determining the quality of many programs and services.	<input type="checkbox"/>					
Many staff in my program routinely use systematic methods to understand the root causes of problems.	<input type="checkbox"/>					
Many staff in my program routinely use best or promising practices when selecting interventions for improving quality.	<input type="checkbox"/>					

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
Programs and services are continuously evaluated to see if they are working as intended and are effective.	<input type="checkbox"/>					
The quality of many programs and services in my agency is routinely monitored.	<input type="checkbox"/>					

10. Please indicate your level of agreement with the following statements regarding your knowledge and opinions about organizational **performance management** (i.e., the performance of your agency; this is not the same as performance appraisals of individuals).

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
I have utilized a performance management system in this or previous positions.	<input type="checkbox"/>					
I can define performance management.	<input type="checkbox"/>					
I can name the four components of a performance management system.	<input type="checkbox"/>					
A performance management system can inform managers about needed adjustments or changes in policy or program directions to meet goals.	<input type="checkbox"/>					
A performance management system can frame reports on the success in meeting performance goals.	<input type="checkbox"/>					
A performance management system can help to improve the quality of public health practice.	<input type="checkbox"/>					

11. What performance management methods have you previously used, if any?

12. Please indicate your level of agreement with the following statements about organizational **performance management** in your agency.

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
There are measurable or SMART objectives in place that span all levels of my public health agency.	<input type="checkbox"/>					
Data are synthesized from multiple programs, divisions, or management areas to examine progress toward agency-wide goals.	<input type="checkbox"/>					
Programs within my agency regularly identify indicators to measure progress toward achieving objectives.	<input type="checkbox"/>					
Staff within my program area have responsibility for monitoring progress toward objectives and reporting on progress.	<input type="checkbox"/>					
Staff in my agency use data on indicators to identify areas where achieving objectives requires focused quality improvement processes.	<input type="checkbox"/>					

13. Is there anything else about quality improvement or performance management that you would like to share with us?

Thank you for participation in this survey. Again, if you have any questions or comments regarding this survey, please contact:

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