

PROGRAM NAME: Division of Chronic Disease and Injury Prevention (DCDIP)

PROJECT TITLE: Completing the Quality Improvement (QI) Online Training Module

DPH STRATEGIC GOAL/OBJ.: Strategic Priority Number 6: Improved DPH infrastructure

PROJECT TIMELINE: September 2015-August 2016

QI SPECIALIST: Ibtisam Khoury-Sirhan (QI Project Lead)

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**PLAN**  
Identify an opportunity and Plan for Improvement

**1. The problem:**

Through conversations with various DCDIP staff members, we found a gap in knowledge of the nature and importance of quality improvement in public health.

**2. Assemble the Team**

QI Project Team included: 3 Program’s Research Analysts (RAs), 1 Quality Improvement Specialist (QI) and 2 DCDIP QI Coordinators (one coordinator was the QI Project Lead). A brainstorming session and an affinity diagram were used to identify possible strategies. A multi-voting technique to select a strategy for the first PDSA cycle of the project was used.

Aim Statement: By August 31, 2016, 90% of DCDIP staff will complete the LAC DPH QI Online Training Module.

Purpose: to educate staff on the concepts of Quality Improvement and adopt a culture of quality.

**3. Examine the Current Approach**

A baseline assessment conducted in January 2016 revealed that 0% of DCDIP staff had completed the QI training. Several DCDIP staff were unfamiliar with the quality Improvement terminology. Most DCDIP staff were unaware of the LAC DPH QI Online Training Module.

**4. Identify Potential Solutions**

Receive buy-in from the DCDIP Director and Program Managers. Obtain the Learning Net tools from ODT to provide staff to assist them with completing the training. Assure that all members of the QI Project Team complete the QI training prior introducing it to the DCDIP staff. Develop a data base for collecting the certificates. Develop a data collection tracking tool.

**5. Develop an Improvement Theory**

Will monthly reminders and motivational emails sent to DCDIP staff result in an increase of the percentage of QI training completion rate?

**DO**  
Test the Theory for Improvement

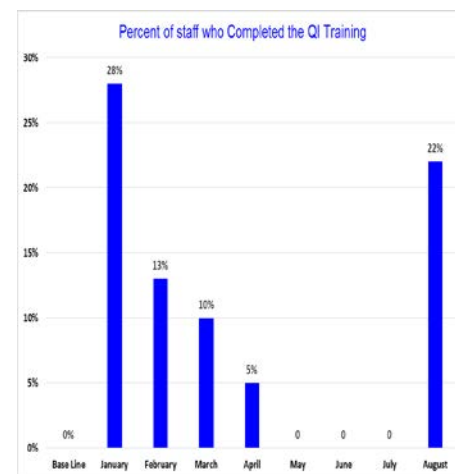
**6. Test the Theory**

An Introductory QI training email sent to DCDIP staff by the QI Project Lead, at baseline. Monthly reminders and motivational emails sent to staff by QI Project Team Members. A call for support email was sent from the DCDIP Director to Program Managers to promote staff QI training. Learning Net tools were provided to staff in each monthly email. On-going support and technical assistance provided to DCDIP staff when needed.

**STUDY**  
Use Data to Study Results of the Test

**7. Check the Results**

By August 31, 2016, 76% of the DCDIP had successfully completed the training.



**ACT**  
Standardize the Improvement and Establish Future Plans

**8. Standardize the Improvement or Develop New Theory**

Going forward, QI training completion rates will be monitored for new employees on an annual basis and will be mandatory for them.

**9. Establish Future Plans**

The success rate of 90% was rather optimistic and will be re-evaluated for future trainings. Email reminders will be the standard mode of communication to motivate the accomplishment of future goals.