

Accreditation Learning Community
October 25, 2017
Meeting Summary

Updates

The Prioritization Matrix Workshop discussed during the last call will be held November 9, 2017 from 9 to 11:30am at the DPH Lab in Rocky Hill. Registration will be through CT TRAIN once it becomes available.

Quality Improvement and Accreditation

Quality Improvement is at the heart of accreditation. Specifically, QI refers to a continuous and ongoing effort to achieve measureable improvements in the efficiency, effectiveness, performance, accountability, outcomes, and other indicators of quality in services or processes.

While Domain 9 focuses on the evaluation of all programs and interventions and specifically asks for documentation from QI projects, PHAB has really incorporated the concept of QI throughout the standards and measures, and throughout the accreditation process. For example, the significance section of Measures 1.3.1, which is focused on data analysis and drawing conclusion for public health impact, describes data analysis as a critical component of program evaluation for continuous quality improvement. While PHAB asks for documentation of initiatives based on a QI plan, the absence of a plan should not stop your agency from conducting quality improvement projects. In the same vein, we should not be conducting QI projects just to have documentation for accreditation. QI takes practice and with the right tools, it can become an everyday occurrence in your agency.

Laurie Ann Wagner, CT DPH's Performance Improvement Manager presented on how to identify and define opportunities for improvement, which is the first step in approaching a quality improvement project. Measure 9.2.2 specifically focuses on conducting quality improvement projects, however, continuous improvement is at the heart of accreditation and is reflected in nearly every PHAB Domain. Laurie Ann used an example of a pain point from Norwalk Health Department to illustrate the approaches to quality improvement described in her presentation.

If you would like to talk through a QI project or discuss how best to approach an issue,

The presentation is available on the Accreditation TA website.

Next Meeting: Wednesday November 22, 1-2pm

