Illinois Public Health Performance Improvement Conference

August 27, 2013 • Northfield Inn Conference Center
3280 Northfield Drive, Springfield, Illinois

9:00 AM - 9:20 AM Opening Remarks
Jerome Richardson
Deputy Director, Office of Performance Management
Illinois Department of Public Health

Elissa Bassler
CEO, Illinois Public Health Institute

9:20 AM - 10:30 AM Keynote Presentations
Roadmap to a Culture of Quality Improvement
Pooja Verma
Senior Program Analyst, Accreditation and QI
Public Health Infrastructure and Systems
National Association of County and City Health Officials (NACCHO)

Where Are We Right Here, Right Now?
David Stone
Education Specialist
Public Health Accreditation Board (PHAB)

10:30 AM – 10:45AM Break and Transition

10:45 AM – 3:30 PM Breakout Sessions - See pages 3-6 for detailed descriptions of each session.
(Includes lunch and afternoon break)
<table>
<thead>
<tr>
<th>Time</th>
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| 10:45 AM – 12:00 PM | Breakout Session 1 | **Track 1** Quality Improvement in Public Health  
Introduction to QI in Public Health: Applying Models and Tools in our World  
IPLAN, Health Department Strategic Plan and a QI Plan – Foundations for Success  
Panel Discussion Preparing to Prepare: Checklists, Prerequisites, and More |
| 1:00 PM – 2:15 PM | Breakout Session 2 | **Track 2** Improving the Way We Address the Essential Public Health Services  
Developing a QI Plan for Your Health Department  
Performance Improvement Roundtables – Workforce Development, Access to Care and Cultural Competence  
Helping you Prepare: Tips and Tricks for Documentation; Case Study Activity |
| 2:30 PM – 3:45 PM | Breakout Session 3 | **Track 3** Public Health Accreditation  
Developing a Performance Management System  
Performance Improvement Roundtables – Governance, Policy/Enforcement and Emergency Operations |
| 12:00 PM – 1:00 PM | Lunch – Panel Presentation | What Were We Thinking? Where are we now? Illinois LHDs share their experience with the PHAB journey.  
Jaime Dircksen, Chicago Department of Public Health; Valerie Webb, Cook County Department of Public Health; Kevin Hutchison, St. Clair County Health Department; Julie Pryde, Champaign Urbana Public Health District; Nicole Ingold, Peoria City/County Health Department |
| 2:15 PM - 2:30 PM | Break | |
| 3:45 PM – 4:00 PM | Evaluation and Closing | |
Quality Improvement Track

These sessions are designed to build local health department capacity to develop a culture of quality within their agency and to develop infrastructure to achieve measurable improvements in efficiency, effectiveness, performance, accountability, and outcomes. By improving services and processes, health departments are able to further population health goals. Sessions in this track will focus on the tools for formalizing a culture of quality and putting systems and processes in place to support it. Participants will learn from the successes and challenges of other local health departments who will share stories and examples of projects and plans.

Session 1: 10:45 AM – 12:00 PM
Intro to QI in Public Health: Applying Models and Tools in Our World

- Steven Seweryn, Cook County Health Department
- Coby Jansen Austin, Illinois Public Health Institute

This session is designed for those interested in increasing efficiency and effectiveness in their local health department, but who are just getting started with formal Quality Improvement (QI). QI is a continuous and ongoing effort that complements other efforts to increase quality, such as Quality Planning and Quality Assurance. This session will define QI and explain the six core principles of implementing QI. Participants will learn about the Model for Quality Improvement, which is a deliberate and defined process that includes the Plan-Do-Check-Act (PDCA) approach. Sample tools to use when implementing QI will also be discussed, and peer local health departments will share their experiences and lessons learned from local QI projects.

Session 2: 1:00 PM – 2:15 PM
Developing a QI Plan for Your Health Department

- Laurie Call, Illinois Public Health Institute
- Julie Pryde, Champaign Urbana Public Health District

Developing internal infrastructure that supports Quality Improvement (QI) is one of the keys to adopting a culture of quality and excellence in a public health department. Participants in this session will learn ways to formalize this infrastructure and create a QI Plan. Presenters will discuss the standard components of a QI Plan and help participants think about how they might start this process. Participants will also have the opportunity to review sample QI Plans from other health departments in Illinois.

Session 3: 2:30 PM – 3:45 PM
Developing a Performance Management System

- Pooja Verma, Senior Program Analyst, Accreditation & QI, NACCHO
- Jaime Dircksen, Chicago Department of Public Health
- Nicole Ingold, Peoria City/County Health Department

Performance management is the practice of actively using performance data to improve the public’s health. This includes using performance standards, measures, progress reports, and ongoing quality improvement efforts to ensure achievement of desired results. Participate in this session to learn which data and information are most meaningful for you to collect and review to measure your work. Discover reporting that helps teams critically look at what’s working and opportunities for improvement. Peer local health departments will share examples of their performance management system and how it has evolved.
Peer-to-Peer Learning Track
Improving the Way We Address the Essential Public Health Services

These sessions are designed to facilitate discussion and peer-learning related to various essential documents and activities for local health departments. Sessions in this track will focus on how performance improvement can be enhanced within activities and competencies that are commonly practiced in local health departments across the state. Participants will share examples from their own work, learn from the successes and challenges of other local health departments, and collectively brainstorm ways to overcome common challenges. Each session will also include information about how these common practices are linked to the 10 Essential Public Health Services and PHAB standards and measures.

Session 1: 10:45 AM – 12:00 PM
Panel Discussion: IPLAN, Health Department Strategic Plan and a QI Plan – Foundations for Success

• Amaal Tokars, Kendall County Department of Health
• Kevin Hutchison, St. Clair County Department of Health
• Valerie Webb, Cook County Department of Public Health
• Nicole Ingold, Peoria City/County Health Department

This session will feature a panel of local health department leaders from across the state who will share the ways that they have leveraged IPLAN (Community Health Assessment, Community Health Improvement Planning) and strategic planning as the foundation for successful operation, service and outcomes. Panelists will share strategies for aligning IPLAN with both the department strategic plan and a QI plan. Panelists will also discuss how they used the PHAB standards to guide and improve their IPLAN and strategic planning process and documentation. A hybrid Q & A discussion will provide opportunities for session participants to share their own experiences with aligning plans, practice and performance improvement.

Session 2: 1:00 PM – 2:15 PM
Performance Improvement Roundtables – Workforce Development, Access to Care, Cultural Competence

Round Table Facilitators:
• Amaal Tokars, Kendall County Department of Health
• Kevin Hutchison, St. Clair County Department of Health
• Valerie Webb, Cook County Department of Public Health

This session offers concurrent roundtables, and participants will choose to participate in a discussion on one of three topics. After the first 30 minutes, participants may choose to stay at the table or move to another roundtable discussion. Thus, participants will have an opportunity to explore and discuss two of the following topics:

• Workforce Development;
• Access to Care, or
• Cultural Competence.

Workforce Development
• Discuss how a workforce development plan, professional development opportunities, and staff performance review can strengthen the local health department and contribute to a broader performance improvement initiative.

Performance Improvement Roundtable Process:
1. Select a topic. (2-3 minutes)
2. Share and respond to thought-provoking questions from the facilitator. (30 minutes)
3. Decide to stay focused on topic 1 or move to another topic. (2-3 minutes)
4. Share and respond to MORE thought-provoking questions from the facilitator. (30 minutes)
5. Hear a summary of “pearls of wisdom” and key take-aways from each of the 3 groups. (10 minutes)
• Review national PHAB standards, measures and documentation guidance related to workforce development.

Access to Care
• Discuss how assessment and strategy development for improving access to care can strengthen the local health department and contribute to a broader performance improvement initiative.
• Review national PHAB standards, measures and documentation guidance related to access to care.

Cultural Competence
• Discuss how development of “socially, culturally and linguistically appropriate approaches in health department processes, programs and interventions” can strengthen the local health department and contribute to a broader performance improvement initiative.
• Review national PHAB standards, measures and documentation guidance related to cultural competence.

Session 3: 2:30 PM – 3:45 PM
Performance Improvement Roundtables – Governance, Policy, Emergency Operations
Round Table Facilitators:
• Amaal Tokars, Kendall County Department of Health
• Kevin Hutchison, St. Clair County Department of Health
• Valerie Webb, Cook County Department of Public Health

This session offers concurrent roundtables, and participants will choose to participate in a discussion on one of three topics. After the first 30 minutes, participants may choose to stay at the table or move to another roundtable discussion. Thus, participants will have an opportunity to explore and discuss two of the following topics:
• Governance and Performance Improvement,
• Policy Development and Enforcement, or
• Emergency Operations.

Governance and Performance Improvement
• Discuss the roles for governance in performance improvement initiatives, and strategies for most effectively engaging boards of health and other governing bodies in performance improvement.
• Review national PHAB standards, measures and documentation guidance related to governance.

Policy Development and Enforcement
• Discuss how both policy development and enforcement can strengthen the local health department and contribute to a broader performance improvement initiative.
• Review national PHAB standards, measures and documentation guidance related to policy development and enforcement.

Emergency Operations
• Discuss how the All Hazards Emergency Operations Plan contributes to a broader performance improvement initiative.
• Review national PHAB standards, measures and documentation guidance related to emergency operations.
Accreditation Track

These sessions are designed to help LHDs who are exploring, interested in, or in the process of applying for public health accreditation. Sessions will focus on preparing for accreditation and documentation requirements. Participants will hear success stories and lessons learned from peer LHDs who have been through the accreditation process. The sessions will be facilitated by David Stone, Accreditation Education Specialist for the Public Health Accreditation Board (PHAB) with support from Illinois local health departments who have applied to PHAB.

Session 1:  10:45 AM – 12:00 PM  
Preparing to Prepare: Checklists, Prerequisites, and More

- David Stone, Education Specialist, PHAB
- Jaime Dircksen, Chicago Department of Public Health
- Awais Vaid & Julie Pryde, Champaign Urbana Public Health District

This session is designed for health departments that may be interested in accreditation but are unsure how to start the process of preparing to apply. The work done in the pre-application phase is a critical component of the accreditation process. The session will focus on the prerequisites and required elements in the Standards and Measures that will help ensure success in achieving accreditation in the future. Participants will learn what they can do to plan ahead and prepare for the journey and will hear from Illinois LHDs who have been through the process the benefits gained from the process thus far.

Session 2 & 3:  1:00 PM – 3:45 PM (Double Session)  
Helping you Prepare: Tips and Tricks for Documentation; Case Study Activity

- David Stone, Education Specialist, PHAB
- Jaime Dircksen, Chicago Department of Public Health
- Awais Vaid, Champaign Urbana Public Health District

This session will review the documentation requirements for accreditation, and will discuss how to select the best documentation to demonstrate achievement of the Standards and Measures. Illinois LHDs who have been through the process will share successes and lessons learned throughout the accreditation process and will answer questions about how to collect and select documentation. In the second half of this session, participants will gain hands-on experience by reviewing sample documents against the requirements of the Standards and Measures.