

JCHD QI SUCCESS STORY

JCHD QI Final Four Event
Jonathan Vorbeck, MPH
Accreditation Coordinator



Thought Process.....

- How can we engage staff in QI in a fun and exciting way?
- How can we train/educate employees without sitting through “another” meeting, going over “another” presentation?
- What event or topic is popular right now that we can make our QI theme?
- ***UK BASKETBALL???*** 😊 😊 😊 **Go C.A.T.S**

**JCHD QI MEETS NCAA
BASKETBALL MARCH
MADNESS
TOURNAMENT**

Planning...

- Staff engagement?
- Rules?
- Analogies?
- Scoring?
- Incorporating QI steps?
- Evaluation?
- Incentives?

Preparation for QI Event

- QI Team Meeting on 3/3/15 :
- Department Managers asked to meet with team members to brainstorm ideas for possible QI projects.
- Managers reported back to AC prior to “QI mini meetings”
- AC met with Director to approve QI projects.
- Director decided to not be apart of event – wanted this to be staff engagement and not led by Director or influenced by director.
- Thought Process: “How can each department come up with improvements for their own problems?”

Staff Engagement

- ***Dear JCHD Final Four QI Teams,***
- Congratulations! Your team has advanced to the JCHD QI Final Four March Madness Tournament on Friday, March 27th! The bracket is below. Winners will advance to the QI Championship game and the JCHD QI 2015 winning team will receive an ***incentive*** (plus bragging rights😊) for their hard work! In the event of a tie, JCHD Commissioner, Mr. Randy Gooch, will determine the winner. Head Referee for the games will be Mr. Jonathan Vorbeck. Team members are encouraged to wear their favorite college sports team apparel- we anticipate a sea of blue at JCHD!! JCHD QI competition is really heating up, be sure to bring your QI A-game and ready to improve our organization!

Bracket....

JCHD QI Final Four March Madness Tournament Bracket Friday, March 27th EST



See you Friday!

Rules....

- All team members must participate
- A Team Captain will be appointed at the beginning of each game
- Teams will be allowed 5- 30 second timeouts to answer each QI question. Teams are allowed to discuss the question with each other but ONLY the Team Captain can provide the final answer.
- Timeouts can be called out at any time during regulation play, but the Team Captain must be the one to call the “Timeout”.
- The last five minutes of regulation time will be designated for teams to score points (Free Throws, Three Pointers, and Half-Court shot)
- Team members can designate whether they want one shooter and multiple shooters to score points
- The team with the most points at the end of each game will be awarded the “Winner”

Scoring.....

- 1 point for each QI Step Complete (10 points possible)
- 2 points for each QI trivia question answered (5 questions maximum -10 points possible)
- Teams will get to be in “Bonus” and shoot 1 free threw for each QI step complete (10 points possible)
- 3 Pointer for each QI question answered right (15 points possible)
- Half-Court shot for answering all 5 QI questions right (15 points possible)

QI Steps.....

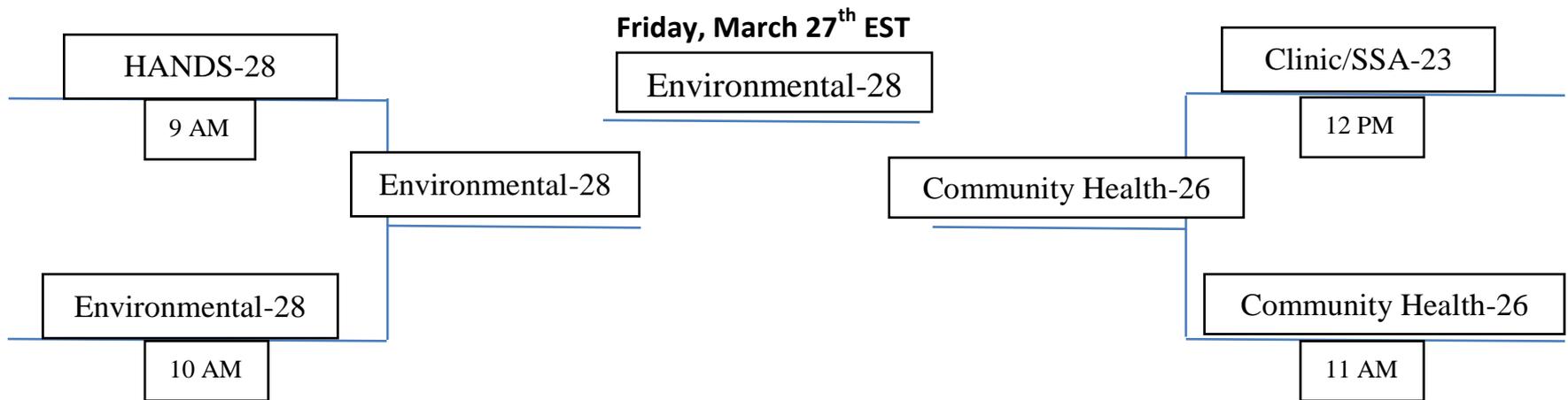
- **The QI steps each department completed/discussed during their QI mini meeting are below:**
- **QI Steps**
- Brain Exercises (warm-ups)
- Problem Statement
- Current Process – why does it need to be improved?
- Affinity Diagram (Try-Outs diagram)
- Fishbone Diagram (Free-throw diagram)
- 5 Whys (5 Fouls)
- Data?
- Improvement Theory
- Next Steps: Responsibilities
- Storyboard

QI “Time-Outs”

- **QI Trivia Questions:**
- The QI trivia questions consisted of a mix of QI related questions as well as accreditation related questions. Given the spirit of the event, a UK basketball question was thrown in the mix.
- Name this theory: “If we do this, then this will happen”
- The “Cause and Effect diagram” is also known as what QI tool?
- The “Free-Throw diagram” is also known as what QI tool?
- Kentucky men’s basketball “improved” their record to what last night?
- The “try-outs diagram” is also known as what QI tool?
- P.D.C.A cycle stands for?
- This QI tool helps visualize the whole QI process once it is complete?
- What are the three pre-requisites for PHAB Accreditation? (Hint: JCHD has COMPLETED all three!)
- “S.O.I” stands for what in PHAB Accreditation?
- This type of QI tool visualizes a process? (Hint: Jon has been making you create them!)
- JCHD’s Mission is?
- ___ helps determine if a process has been improved? (Hint: How do we measure change?)

Final Bracket Results

JCHD QI Final Four March Madness Tournament



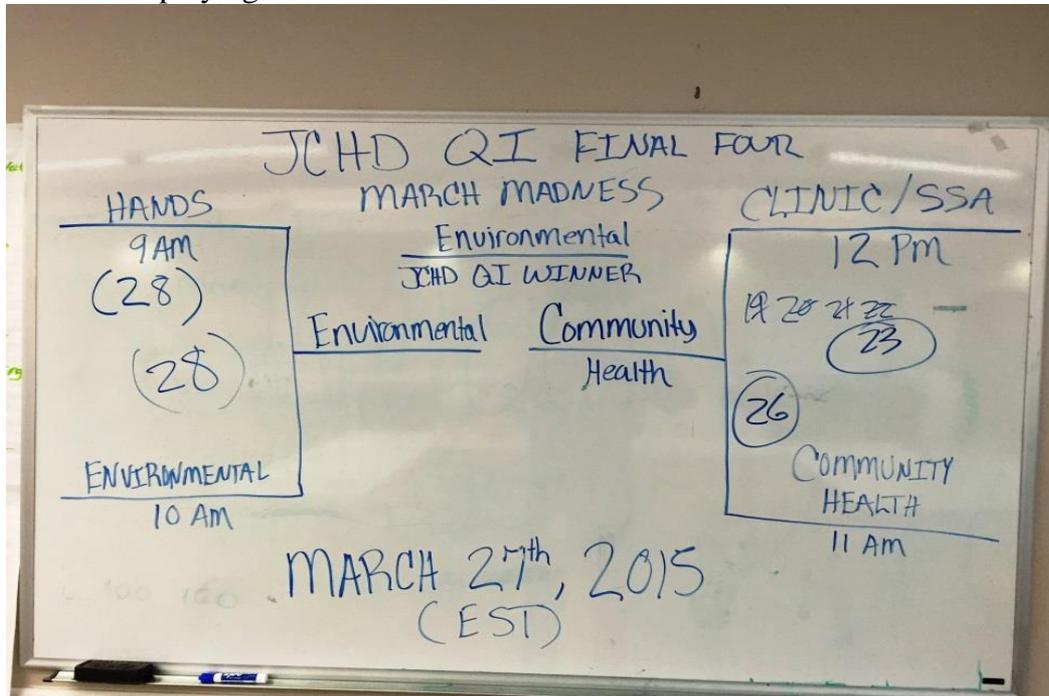
Notification e-mail of JCHD QI Winner:

Thanks to everyone for participating in the JCHD QI Final Four March Madness Tournament! You all put in a lot of hard work and effort to develop a QI project.

ENVIRONMENTAL is the JCHD QI Winner, Congratulations- Barb, Lindsay and Lisa!

Notice: In the event of a tie, the team with the most QI steps complete and QI questions correctly answered was determined the winner. - Commissioner Gooch

Thanks for playing!



Lessons Learned...

- TIME was our biggest issue.
- Do not schedule QI mini meetings right after meeting with director.
- Better planning and scheduling
- Official Rules and/or policy (true NCAA bracket and if two teams tie – there should be a tie breaker, etc.)

Outcomes/Evaluation

- As a result of participating in the QI event, I am more familiar with QI tools and how they relate to improving processes within my job duties. **13/14 = 93%**
- I believe the QI event was an interactive way to engage JCHD staff at all levels. **100%**
- JCHD should host an event like the QI Final Four March Madness Tournament every year. **93%**
- If JCHD could come up with creative ways to conduct other meetings, I would be more likely to be engaged. **93%**

Outcomes/Evaluation

- What I enjoyed most about the QI event (select all that apply):

Department Team Members working together	71.43% 10
–Working towards improving a process in my department	71.43% 10
–Attempting to make QI fun for all staff members	85.71% 12
–Engaging staff through the QI process	64.29% 9
–Individual time spent with each department	50.00% 7

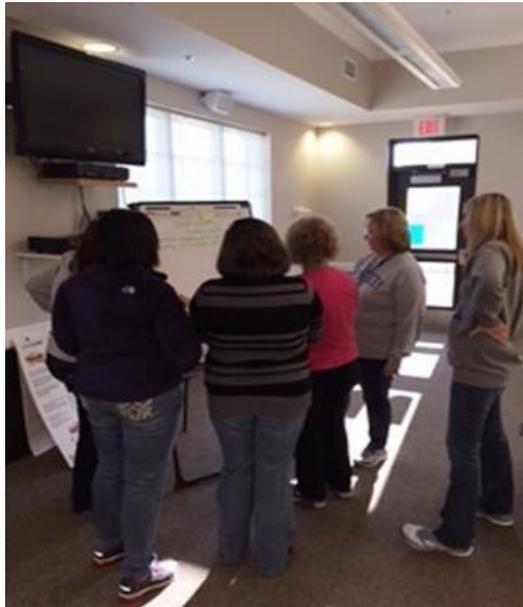
Outcome/Evaluation

- I felt that the QI event was productive and beneficial to me as a staff member. 100%
- Overall, I enjoyed participating in the QI event. **93%**

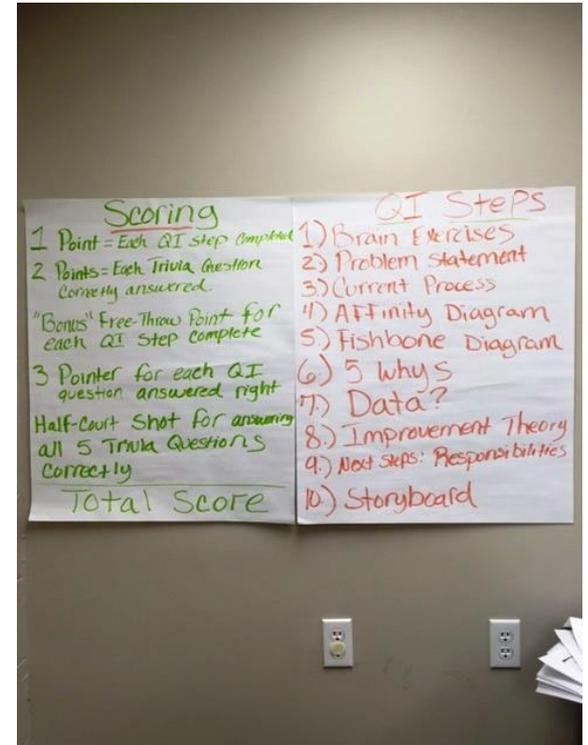
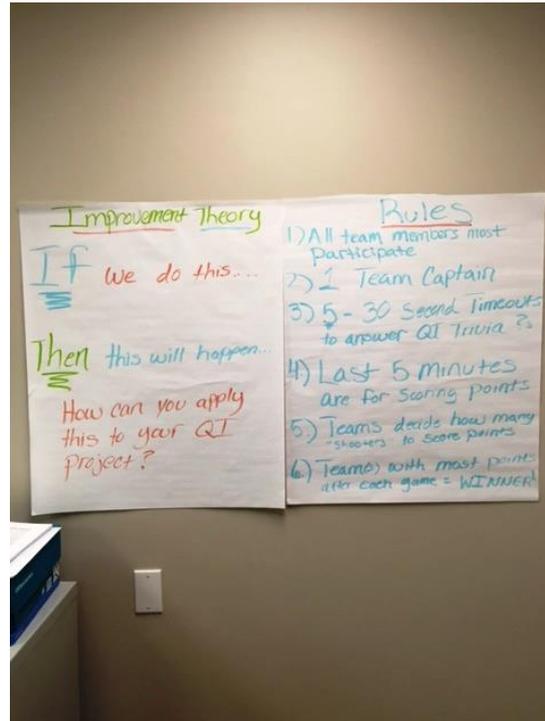
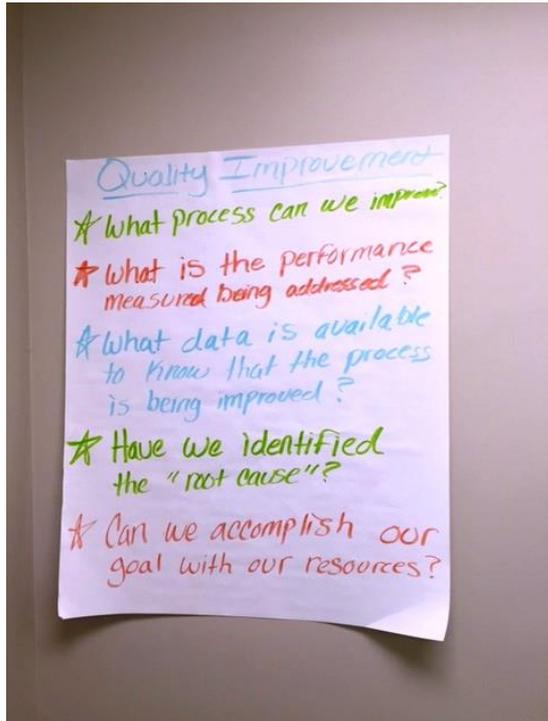
Additional Comments

- “This QI event was very effective and enjoyable because it was interactive, included teamwork, met a goal, was active not sedentary, touched on different learning styles, and used team competition as a tool. The one hour time limit made us focus on the matter at hand and also gave our department scheduled time to work on our project.”

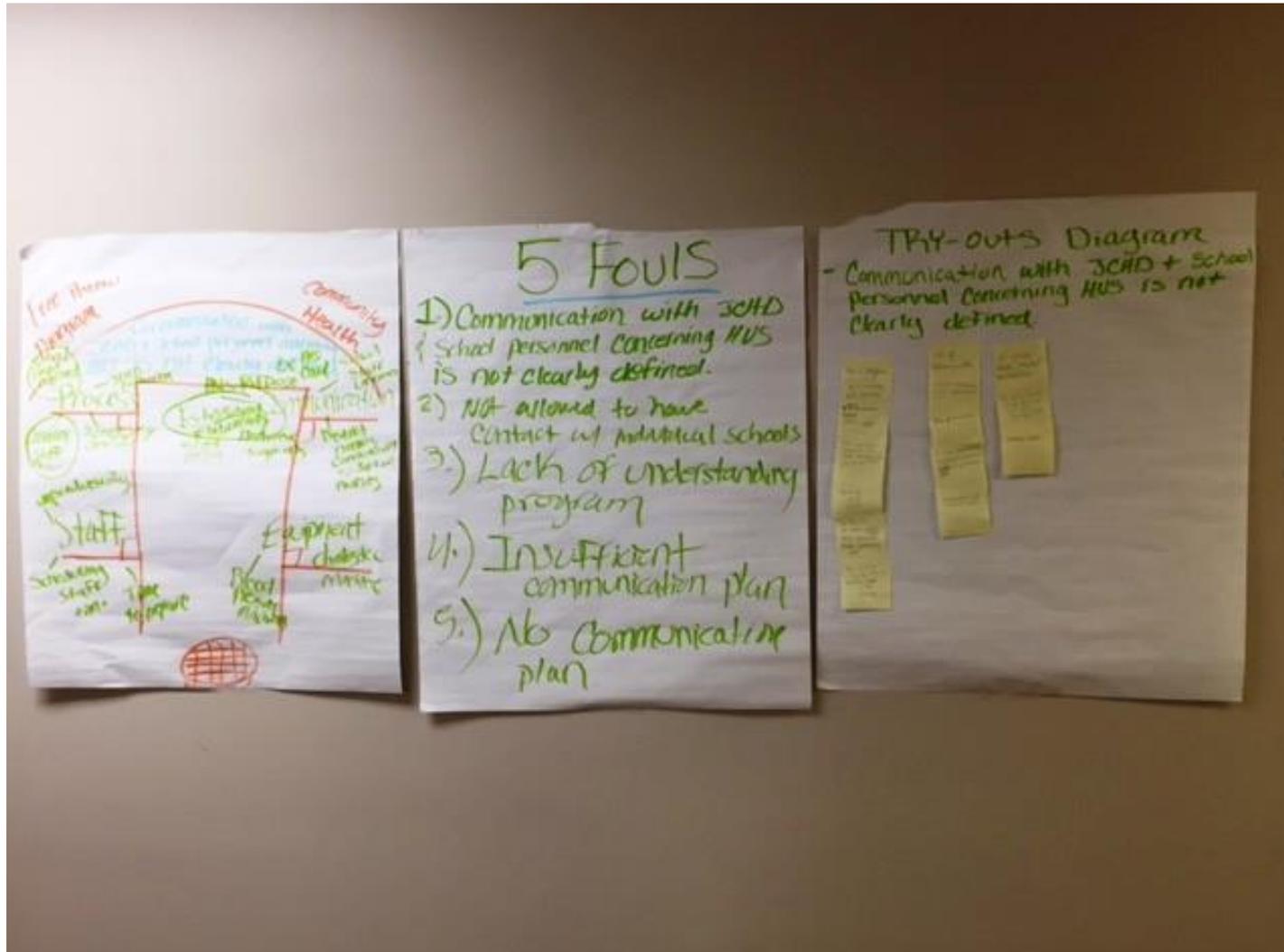
QI Event Pictures



Signs/Displays



QI Tools/Analogies



Thoughts from the QI Coordinator..

- Staff were engaged and enjoyed participating in the event.
- Quiet and/or younger staff were able to discuss and provide input without feeling there might be a right or wrong answer.
- New Staff were introduced to QI steps and QI process.
- Better planning (thought of QI event on Tuesday when meetings were held on following Friday...)
- Prepared to meet the needs of our staff for next year's QI event as indicated in the evaluation.
- *Overall, deemed SUCCESSFUL QI EVENT!*

- Questions???

Thank You!

- Jonathan Vorbeck, MPH
- Accreditation Coordinator
- Jessamine County Health Department