

Diverse QI Methods All Lead to Success

Increased immunization rates in 3 Ohio Counties

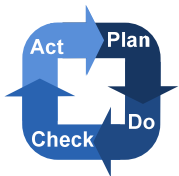
Program Overview

Optimizing immunization rates was a goal of Healthy People 2010. Health departments from three different Ohio Counties used Quality Improvement (QI) methods to raise their DTaP series (4 shot series) immunization rates. The project began with a joint QI training in which each health department team analyzed their clinic flow and current immunization practices, and identified improvement opportunities. Throughout the project, Public Health Foundation (PHF) QI experts worked with the counties by providing training and needed guidance at key stages in the QI process. The value of the QI tools and methods was evident when unexpected disruptions such as the H1N1 outbreak affected all counties, when Hocking County faced a department merger, and when Franklin County had a server crash. The tools each team used varied based on their needs, but each team improved its immunization rate, learned how to implement QI techniques, and gained the skills necessary to integrate QI into their daily operations.

Success Factors

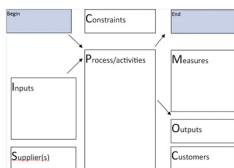
- ◆ Strong dedicated leaders and teams in each location
- ◆ Shared project coordinator
- ◆ Monthly phone calls
- ◆ Quarterly face-to-face meetings
- ◆ Additional QI training based on status reports
- ◆ Following the PDCA model for measurable results

QI Tools Used



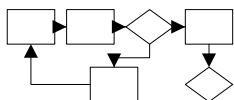
Plan Do Check Act (PDCA) Cycle

This cycle allows organizations to PLAN what they want to accomplish, DO what they plan, CHECK the results, and ACT on the results. This is a simple and powerful way to begin the QI process. All counties used this cycle to analyze the effectiveness of their improvement plans.



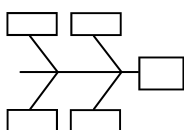
SIPOC+CM

SIPOC+CM is a data collection tool that helps identify relevant information about how a system operates, including system constraints and outcome measures. Hocking County used this method to analyze their clinic flow.



Process Map

A process map visually depicts the actual sequence of events that a process follows. Franklin County's map showed them they needed to streamline their clinic flow.



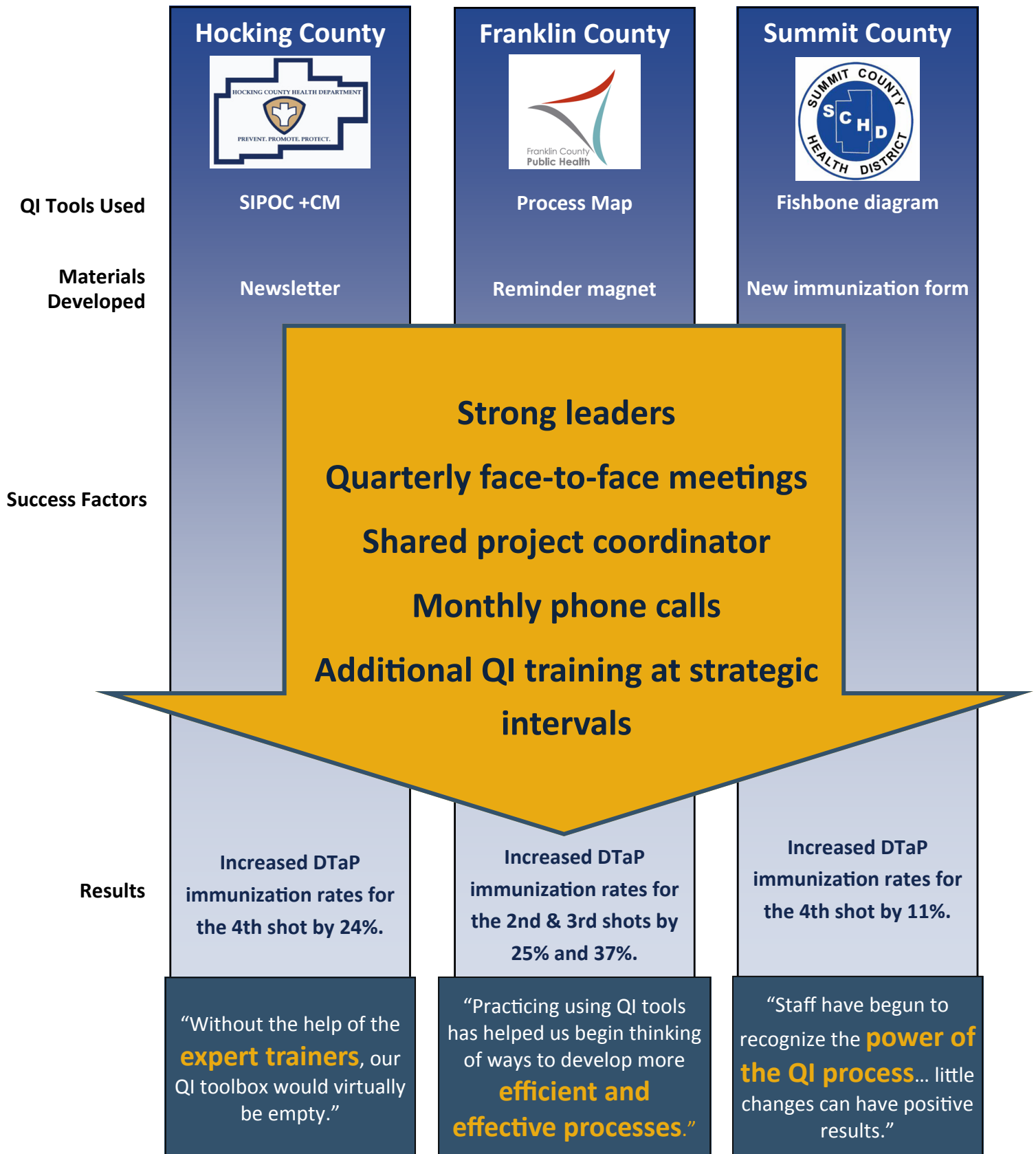
Fishbone Diagram

A fishbone diagram depicts all of the possible causes related to a problem to discover the root cause. Summit County used this process to identify the root cause for low immunization rates.

Each team used different QI methods to accomplish the same goal: raising immunization rates. The teams are now well-versed in QI tools and plan to complete more QI on their own.

Quality Improvement in Practice

Three Different Approaches to Improve Immunization Rates



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Visit www.phf.org/consulting to find out ways that PHF can help you improve your process.