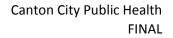**800-015-14-A: QUALITY IMPROVEMENT GOALS, OBJECTIVES AND MEASURES WITH TIME-FRAMED TARGETS**

Goal	Objective/Activity	Performance Measure	Person(s) or Team Responsible	Timing Target(s)
Organizational Culture	Conduct QI Maturity Survey (800-015-09-A) assessment of all staff. Then compare to the Roadmap to determine human and process characteristics.	Documentation of survey and results	QIC	To be completed by 12/31/2020
	Improve the QI Maturity survey by: • Research other QI Maturity surveys (e.g. from the Roadmap) available. • Evaluate the questions available on those to determine if they are more aligned with trainings offered and QI Plan effectiveness evaluation • Update or rephrase the QI Maturity survey questions to be more aligned. Keep survey to between 10-20 questions. • Enter the survey questions into an available free electronic survey tool.	Documentation of revised QI Maturity survey 800-015-09-A	QIC	To be completed by 06/30/2020
	1. Research possibility of offering incentives for QI participation (e.g. Jeans day, time off, etc). Propose program options to DLT to determine feasibility and approval. 2. If DLT approved, implement QI incentive program.	Documentation of incentive program	QIC and DLT	1. To be completed by 06/30/2019 2. To be completed by 09/31/2019
Capacity and Competency	Expand the initial PMS to include one performance metric per program for at least 25% of the programs per division for all the divisions.	Documentation of PMS	DLT	To be completed by 12/31/2020
	Introductory QI training 1. QIC to find and select online/free a new QI intro training that is more aligned with the QI skills assessment, lean concepts and QI Maturity 2. Conduct intro training for all staff needed	Documentation of training	QIC	1. To be completed by 12/31/2018 2. To be completed by 06/30/2019
	Intermediate QI training 1. QIC to find and select online/free QI intermediate training that is aligned with the QI skills assessment, lean concepts and QI 2. Conduct intermediate training for all staff needed	Documentation of training	QIC	1. To be completed by 12/31/2019 2. To be completed by 06/30/2020

Goal	Objective/Activity	Performance Measure	Person(s) or Team Responsible	Timing Target(s)
Capacity and Competency	Individual QI Tool training 1. QIC to find and select online/free individual QI Tools training that is aligned with the QI skills assessment, lean concepts and QI Maturity 2. QIC to provide training information to all staff so they can complete as they desire. This will further develop staff to encourage regular use of QI tools in daily work. 3. All Division leaders to complete these QI tools trainings 4. Each division assign at least one non-advance QI trained staff person to complete these QI tools trainings. 5. QIC to provide annual hands-on QI tool training/demonstration during all-staff meeting.	Documentation of training	1., 2., & 5. QIC 3. & 4. Division leaders; QIC to monitor	1. To be completed by 06/30/2019 2. To be completed by 06/30/2019 3. To be completed by 12/31/2019 4. To be completed by 06/30/2020 5. To be completed during 2018, 2019, and 2020 all-staff meeting.
	QI skill assessments: 1. Update "introductory" QI skills assessment 800-015-13-F to be more aligned with the new QI Intro training 2. Conduct assessment of staff after they have completed the QI intro training 3. Update "intermediate" QI skills assessment 800-015-13-F to be more aligned with the new QI Intermediate training 4. Conduct assessment of staff after they have completed the QI Intermediate training 5. Incorporate QI skills assessment 800-015-13-F and initial QI training into final 800-007-P Onboarding policy	Documentation of assessment and results	QIC	1. To be completed by 06/30/2019 2. To be completed by 08/30/2019 3. To be completed by 06/30/2020 4. To be completed by 08/30/2020 5. To be completed by 12/31/2020
	QI Project Structure and Resources: 1. Finalize QI project implementation guides and resources. Make accessible to all staff. 2. Purchase and/or make QI supplies cart and implement its use.	Documentation of guides/resources; in use supplies cart.	QIC	1. To be completed by 12/31/2018 2. To be completed by 12/31/2018
Alignment & Spread	Perform final steps and completion of the Childhood Immunization QI Project started in 2017	Project documentation	QIPT selected for project; QIC to monitor	To be completed by 12/31/2018
	Perform final steps and completion of the Phone Routing and Answering QI Project started in 2017	Project documentation	QIPT selected for project; QIC to monitor	To be completed by 12/31/2018

Goal	Objective/Activity	Performance Measure	Person(s) or Team Responsible	Timing Target(s)
Alignment & Spread	Complete two formal QI projects. These can be in an administrative area and/or program area.	Project documentation	QIPT selected for project; QIC to monitor	Starting no earlier than 01/01/2019 and to be completed by 06/30/2020
	Each Division complete one mini-QI project or Just-do-it solution in either an administrative area or a program area. In overall total, at least two shall be triggered by PMS or customer satisfaction data.	Project documentation	Division staff on Mini-QI Project team or part of just-do-it solution; QIC to monitor	To be completed by 12/31/2020
	The QIC to solicit all staff to consider submission of QI project ideas or proposal(s)	Documentation of solicitation	QIC	To be completed about 2 times year by the following deadlines: 10/31/2018, 03/31/2019, 09/31/2019, 03/31/2020, and 09/31/2020.
	1. Develop one customer satisfaction data collection tool (survey, focus group, etc) for each division. This tool can be program specific or overall division specific. 2. Conduct the data collection.	Documentation of Survey form and results	Division leaders from each division; QIC to monitor	1. To be completed by 03/31/2020 2. To be completed by 06/30/2020
	Research use of old WIC Kiosk as method of delivering the customer satisfaction surveys. If feasible, implement use of Kiosk.	Documentation of results	QIC	To be completed by 12/31/2019