



QUALITY IMPROVEMENT NEWSLETTER

Creating a Culture of Continuous Improvement

Wednesday, August 13, 2025



Introducing the Performance and Quality Improvement Program Manager

[Nimasha Fernando](#), MPH, CPHQ recently joined MDH as the Performance and Quality Improvement (QI) Program Manager in the Office of the Deputy Secretary for Public Health Services (PHS). In this role, Nimasha leads and supports performance management and quality improvement efforts across PHS with the goal of implementing these efforts more broadly within MDH.

Nimasha brings a strong background in global health improvement. Before joining MDH, Nimasha advised quality and performance improvement programs across nine Sub-Saharan African countries as the Program Optimization Officer at the Elizabeth Glaser Pediatric AIDS Foundation. With her support, EGPAF Nigeria's program improved the percent of babies tested for HIV at nine months from [0% to 83%](#), Malawi's program united 41 health facilities to form a [QI collaborative](#) that improved advanced HIV diagnosis, and EGPAF published its first [QI operational guide](#) with input from QI experts across seven countries.

Being a Marylander herself, Nimasha is excited to bring her international experience and QI skills back to her home state.

Nimasha can be reached at nimasha.fernando@maryland.gov.



Upcoming Info Session: Leveraging Performance Management to Meet Your Program’s Goals and Increase Your Public Health Impact: An Introductory Session

Curious about how performance management can support your team’s goals?

Join us on **Tuesday, August 26** from **1:00 to 2:00 PM** for an introduction to the *PHS Performance Management Implementation Guide*. The guide walks programs through key steps including identifying a program purpose, setting goals and objectives, developing a logic model, and selecting meaningful performance metrics.

During the session, participants will get an overview of the PHS performance management system and hear about ways public health programs can access performance management software (Clear Impact) to track and display key metrics.

Whether you are new to performance management or looking to strengthen your current approach, this is a great opportunity to get familiar with performance management tools and practical strategies.

Register [here](#) for the info session!

QI Learning Corner



What Is a Quality Improvement (QI) Project?

A QI project is an effort to make an existing process or service better in ways that can be measured and sustained over time. QI projects are about continuous improvements rooted in data and evidence. QI projects are not just quick fixes.

Where QI Project Ideas Can Come From:

- **Performance Data:** Key metrics that show challenges or have failed to meet targets can highlight opportunities for improvement.
- **Strategic or Program Plans:** Goals outlined in strategic or program plans that are off track or remain unmet can be excellent starting points for a QI initiative.
- **Customer Feedback:** Input from customers, leadership, community partners, or the general public can provide valuable insights into gaps or challenges worth addressing.
- **Program Staff:** No one knows the day-to-day operations better than staff. Their observations of gaps and suggestions for optimization often lead to impactful QI projects.

What QI Projects Are *Not*:

- **One-Time Fixes or Isolated Events:** QI is about long-term, sustainable improvement and not temporary solutions.
- **Individual Staff Performance Issues:** These should be handled through supervisory channels, not the QI process.
- **Brand New Programs or Services:** QI focuses on improving what already exists, not building from scratch.

If you are interested in starting a QI project or just want to learn more please reach out to Nimasha Fernando at nimasha.fernando@maryland.gov.



Upcoming Training: Introduction to Quality Improvement for Public Health

Please consider joining the next quarterly, virtual Introduction to Quality Improvement (QI) training! This training is designed to strengthen your understanding of quality improvement in public health and introduces core QI methodologies and tools, with a focus on how they can be applied to real-world public health practice.

Who should attend:

- Project leads and program managers
- New staff recently hired at MDH or who are starting a new role
- Colleagues who need a refresher on QI tools and resources
- Anyone who wants to see positive change and impact

Next Session:

Wednesday, September 3rd

11:30 AM – 1:00 PM

[Register here](#)

Whether you're new to QI or need a refresher, this session is a great opportunity to build your skills, meet other aspiring changemakers, and contribute to continuous improvement across the department.
