



QUALITY IMPROVEMENT NEWSLETTER

Creating a Culture of Continuous Improvement

Monday, June 23, 2025



Ready to Make an Impact and Grow Your Skills? Join the Quality Improvement Council!

Are you passionate about making meaningful changes in public health? The Quality Improvement Council is your opportunity to lead, learn and make a difference!

What is Quality Improvement?

Quality improvement (QI) is a systematic, data-driven approach to improving the quality, efficiency, and outcomes of programs and services. It involves identifying areas for improvement, testing changes, and implementing solutions that make measurable impacts.

What is the QI Council?

The QI Council brings together Public Health Services staff who are committed to enhancing the effectiveness of public health programs. Council members collaborate on projects that streamline processes, solve challenges, and improve outcomes.

Why Join?

Joining the QI Council is an opportunity to:

- Develop skills in QI tools and strategies
- Collaborate with colleagues across PHS who are passionate about improvements
- Lead and contribute to improvement initiatives
- Gain new skills and access training opportunities

Applications open July 2025!

Want to learn more about the QI Council, membership requirements, and next steps? Click [here](#) to fill out an interest form.



Take the Guesswork out of Achieving Program Goals

Not sure how to measure program success or where to start improving? The PHS Performance Management Implementation Guide can help!

Performance Management is a process that helps programs:

- Define their purpose and goals
- Track progress using meaningful data
- Identify what's working and what needs improvement

This process leads to informed decision making, more efficient use of resources, and measurable outcomes. Additionally, performance management builds transparency and accountability, helping programs demonstrate their value to leadership, funders, and the community. The PHS Performance Management Implementation Guide simplifies this process with step-by-step guidance and tools.

Want to Learn More?

[Sign up](#) for an upcoming learning session to explore the PHS Performance Management Implementation Guide and learn how to get started.

Questions? Reach out to Pamela Tenemaza (pamela.tenemaza@maryland.gov) or Katherine Feldman (katherine.feldman@maryland.gov).



Next Quality Improvement (QI) Introductory Training - September 3, 2025

The Public Health Services QI Program offers **Introduction to Quality Improvement**, a 90-minute virtual session designed to explore the purpose and benefits of quality improvement in public health. The next session is scheduled for **September 3, 2025 from 11:30 AM to 1:00 PM**. Participants will learn the foundational QI methodologies and tools needed for planning and executing an effective QI project. Let us know your interest [here](#). If you can't make this session, no worries! We will be offering quarterly QI introductory training, so feel free to sign up now, and we will reach out with more details for future sessions.

QI Learning Corner



Using the SCAMPER Tool to Spark Innovation in Public Health Services

The SCAMPER is a creative tool that can help teams think outside the box. SCAMPER can be used to generate new ideas, improve existing products or services, or solve problems creatively. It's particularly useful when you have a concept or product that you want to refine or when you're stuck and need to break free from conventional thinking.

SCAMPER stands for:

- **Substitute** – Replace a part, material, or process with something else.
- **Combine** – Join elements, ideas, or functions together in new ways - or find a new element you can merge with.
- **Adapt** – Modify something to better suit a new purpose, person or context.
- **Modify** – Enlarge, reduce, change the shape, or alter attributes. Can a small change have a big effect?

- **Put to another use** – Rather than changing the thing itself, consider changing the context it exists in.
- **Eliminate** – Remove elements, simplify, or pare down to essentials. Is less more?
- **Rearrange/Reverse** – Flip the script, re-order your priorities, invert cause and effect, and turn it all upside-down.

This approach can be particularly powerful across PHS units like where teams can brainstorm improved community outreach models, or enhance training delivery and employee engagement. For example, substituting in-person workshops with hybrid learning or combining performance reviews with goal-setting sessions can improve both efficiency and satisfaction.

By encouraging staff to reimagine services through SCAMPER, we foster a culture of continuous improvement—one that is proactive, inclusive, and impact-driven.

Interested in trying SCAMPER with your team? Reach out to the QI team for tools and facilitation tips!
