Commemorating Public Health Week and Minority Health Month: Protecting, Connecting and Thriving...

We are excited to highlight two significant observances in this month's QI newsletter: **National Public Health Week** and **National Minority Health Month**. National Public Health Week, which is celebrated annually in April, serves as a platform to highlight the importance of public health in our daily lives. This year's Public Health Week theme, **Protecting, Connecting, and Thriving: We are All Public Health**, emphasizes our collective responsibility to promote well-being and equity. Simultaneously, National Minority Health Month, also observed in April, provides an opportunity to highlight the health challenges faced by minority communities.

Join the MDH Public Health Week and National Minority Health Month Celebrations!

Events Include:

- **Emergency Preparedness Panel** - Wednesday, April 3
- **MMWR Journal Club** - Friday, April 5
- **State Center Community Walk** - Tuesday, April 9 **or**,
  - **Create your walking group**
- **Plain Language Lecture, Cynthia Baur** - Wednesday, April 17
- **Reproductive Health Priorities Webinar -** Tuesday, April 16
- **Equal Access Language Services Training** - Monday, April 25

Look out for weekly trivia and challenge announcements!

Register for the American Public Health Association's April 2nd webinar, on the benefits of pursuing a public health or similar degree at a minority-serving institution.

Watch the PBS docu-series "**The Invisible Shield**", which explores Public Health's vital role in saving U.S. lives.

National Public Health Week

Protecting, Connecting and Thriving:
We Are All Public Health
APRIL 1-7, 2024

NATIONAL PUBLIC HEALTH WEEK

Each day of **National Public Health Week** focuses on a topic, exploring ways to create healthier thriving communities.

Visit **NPHW.org** for more information, tools, and resources.

- **Civic Engagement** - Monday, April 1
- **Healthy Neighborhoods** - Tuesday, April 2
- **Climate Change** - Wednesday, April 3
- **New Tools and Innovations** - Thursday, April 4
- **Reproductive and Sexual Health** - Friday, April 5
- **Emergency Preparedness** - Saturday, April 6
- **Future of Public Health** - Sunday, April 7

QI Council Success: Improving Eligibility Determination for Maryland AIDS Drug Assistance Program (MADAP)
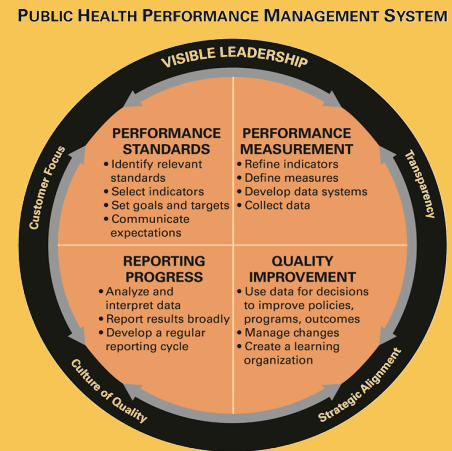
Click the image below to learn how MADAP is successfully increasing the rate of eligibility determinations completed in ≤5 days.

Improving Eligibility Determination for Maryland Drug Assistance Program (MADAP)

PROBLEM STATEMENT
HRSA guidelines require that MADAP eligibility be determined within ≤5 business days from receipt, for complete applications. Eligibility determination time for complete applications at the start of the project averaged 8 days.

GOAL
Increase the rate of eligibility determination in ≤ 5 business days, for complete applications from 64% to 74% by January 31, 2024

PLANNING THE CHANGE
A review of the MADAP eligibility determination process, related data, and consultation with the Eligibility Team informed a root cause analysis using the Cause and Effect Diagram, indicating several high-impact root causes. This project was conducted using the Model for Improvement methodology.

TESTING
Tested November 1, 2023 - January 31,, 2024

Eligibility Determination rate

Determination in ≤ 5 days in increased by 14% in the three month test period.
unplanned successes included:
- Applications waiting for information (WFI) had a 25% decrease in determination time
- Non-US citizen applications had a 35% decrease in eligibility determination time

Action Plan:
- Optimise system alerts for at-risk MADAP applications
- Weekly reports sent to staff and supervisors of applications at risk
- Daily tracking by specialist and supervisors
- Trained staff on the new Standard and revised workflow
- Tested with the entire Eligibility Team

IMPLEMENTATION
- Established eligibility determination SOP
- Trained staff on new standard and processes
- Implemented continuous monitoring
- Continue to assess for improvement

Project Team: Travis Brown, MBA, MHA

Improving Public Health Through Performance Management

Performance management enhances public health by utilizing performance data to improve outcomes; implementing performance standards and measures to monitor and prioritize improvement opportunities. It supports identifying underperforming areas and conducting quality improvement to achieve goals.

PUBLIC HEALTH PERFORMANCE MANAGEMENT SYSTEM

VISIBLE LEADERSHIP

PERFORMANCE STANDARDS
- Identify relevant standards
- Select indicators
- Set goals and targets
- Communicate expectations

PERFORMANCE MEASUREMENT
- Refine indicators
- Define measures
- Develop data systems
- Collect data

REPORTING PROGRESS
- Analyze and interpret data
- Report results broadly
- Develop a regular reporting cycle

QUALITY IMPROVEMENT
- Use data for decisions to improve policies, programs, outcomes
- Manage changes
- Create a learning organization

The **Public Health Performance Management System Framework** is a blueprint for establishing a performance management system; to continuously monitor performance and prioritize areas for quality improvement across a public health organization. The framework (shown above) depicts visible leadership surrounding and reinforcing the connection between the other four components while emphasizing customer focus, transparency, strategic alignment, and quality culture. It outlines the practices by which performance management can be achieved, providing lasting benefits.

The five components are:

Visible Leadership demonstrates a commitment to performance management practices with the organization's goals regularly accounting for customer feedback and enabling transparency about performance.

Performance Standards involve establishing organizational goals and targets to improve public health practices.

Performance Measurement results in the development, application, and use of performance measures to assess the achievement of goals.

Reporting Progress entails the documentation and reporting of how standards and targets are met, and sharing such information through feedback channels.

Quality Improvement (QI) establishes a program or process to manage change and achieve quality improvement in public health policies, programs, or infrastructure based on performance standards, measures, and reports.

Performance Management Resources
- **Performance Management Toolkit (PHF)**

Visit the PHS QI Webpage for more