

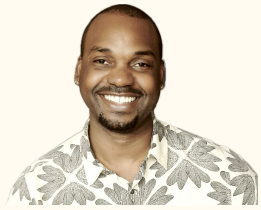
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INTRODUCING THE INAUGURAL QUALITY IMPROVEMENT NEWSLETTER!

We are excited to bring you the first edition of the Quality Improvement (QI) Newsletter! This bi-monthly communication will keep you informed about upcoming QI events, showcase QI projects, and offer insight on QI tools and methodologies.

This edition spotlights the Public Health Services (PHS) QI Program in the Office of the Deputy Secretary for Public Health Services. At the heart of the program is a commitment to empower PHS staff through QI training and communications. The QI program is committed to establishing a framework that fosters a culture of continuous learning and improvement.



MEET THE PHS QUALITY IMPROVEMENT PROGRAM MANAGER

Andrew Ellis joined PHS as the Quality Improvement Program Manager. His focus is building the PHS QI infrastructure, including the facilitation of QI training and supporting QI projects. Andrew's passion for community service has led to over 16 years of healthcare experience, from LGBTQ+ health to primary care capacity building and clinical quality improvement before joining the PHS team. Andrew can be reached at andrew.ellis@maryland.gov.

LEARNING CORNER

What is Continuous Quality Improvement?



Continuous Quality Improvement in public health is the use of a deliberate and defined process, such as Plan-Do-Study-Act, focused on activities that are responsive to community needs and improving population health. It refers to a continuous and ongoing effort to achieve measurable improvements in the efficiency, effectiveness, performance, accountability, outcomes, and other indicators of quality services or processes that drive equity and improve the health of the community.

[LEARN MORE ABOUT QUALITY IMPROVEMENT](#)

QI PROGRAM GOVERNANCE

The QI program's governance establishes a structure that engages and connects the QI program staff with PHS leadership and staff, supporting the involvement and ownership of staff at all levels in establishing a culture of accountability and continuous improvement.

QI Steering Committee

The QI Steering Committee oversees the QI Council and performance management within PHS. The Steering Committee actively champions the implementation of continuous QI in daily work. The Committee is composed of the Deputy Secretary for PHS and PHS Directors (or their designees).

QI Council

The QI Council implements continuous improvement in PHS by providing guidance, support, and an expanded network for QI initiatives. Members gain valuable skills through professional development training and involvement in QI projects, aimed at improving systems, processes, and outcomes and promoting innovation and collaboration.



Photo: August 2023 PHS QI Introductory Training

QI Program Team

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WHAT'S HAPPENING NOW

Current QI Council Projects

- PHS Performance Management
- PHS Onboarding
- Professional Development Evaluations
- Loan Repayment Processing
- Local Health Department Grant Renewal
- Children's Medical Service Application
- Customer Service Feedback
- Center for HIV Prevention and Health Services (CHPHS) Case Management
- Maryland Aids Drug Assistance Program (MADAP) Application Determination

PHS Performance Management

The Office of the Deputy Secretary for Public Health Services is working to establish a PHS performance management system

Public Health Accreditation

PHS has successfully submitted the Public Health Accreditation Board (PHAB) reaccreditation documentation. Following PHAB's preliminary review PHS will undergo a site visit

PHS QI Plan

The 2024-2026 QI plan establishes the QI program's goal and objectives, along with detailing the activities that will drive the program's success. The plan is in final review and will be shared out shortly

QI Trainings

QI training offers practical knowledge, tools, and resources for improving processes and outcomes

- [Sign up](#) for more information on QI introductory and QI project leader training.
- Explore [MD-TRAIN](#) for other QI trainings

QI Technical Assistance

The QI program provides technical support to QI Council project teams and PHS programs

QI Website

The [QI website](#) includes QI resources and updates on QI program activities