



KY Department for Public Health
 275 East Main Street
 Frankfort, KY 40601

Kentucky Public Health
 Prevent. Promote. Protect.

Quality Improvement Story Board

Team Members:

Denise Baldwin (Hopkins Co) Judy Gilmore (GRDHD)
 Renee Durr (Anderson Co) Denise Bingham (Three Rivers District)
 Andrea Renfrow (Bullitt Co) Rinda Vanderhoof (Laurel Co)
 Jahna Lane (Gateway Dist) Benita Decker (DPH)
 Kristen Royalty (KDPH) Rosie Miklavcic (KDPH)
 Joy Hoskins (KDPH)

PLAN

Problem Statement

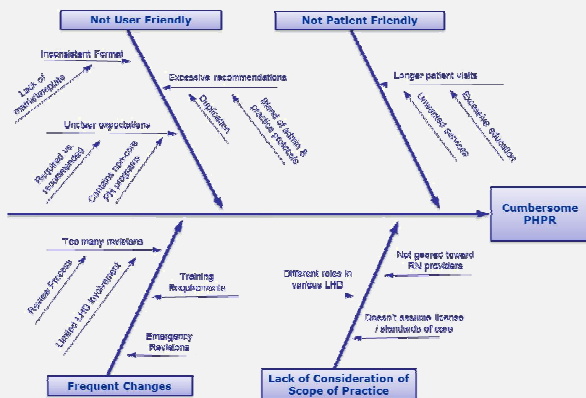
As part of the local health department (LHD) stabilization plan the Kentucky Department for Public Health (KDPH), identified the need for a consolidation of the clinical protocol provided to LHDs in the Public Health Practice Reference (PHPR).

Aim Statement

Streamline the current clinical protocols contained in the PHPR to remove duplication and create a more user friendly document while not compromising the quality of care delivered, by May 1, 2012.

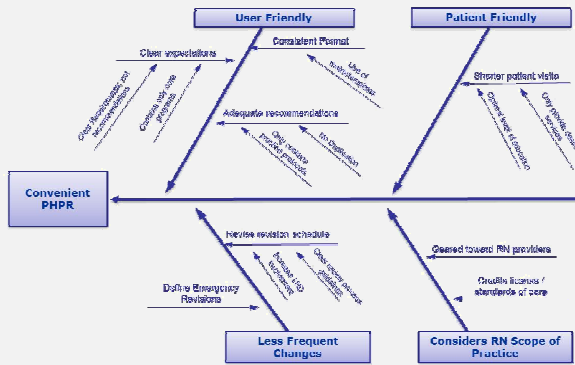
Identify Potential Causes

NEC PHPR REVIEW CAUSE & EFFECT DIAGRAM

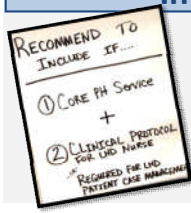


Identify Potential Solutions

NEC PHPR REVIEW SOLUTION & EFFECT DIAGRAM



Improvement Theory



If the current PHPR is streamlined to only contain KDPH identified core public health services and clinical protocols for a LHD nurse or those required for patient case management, we can create a more streamlined document.

DO

Test the Theory

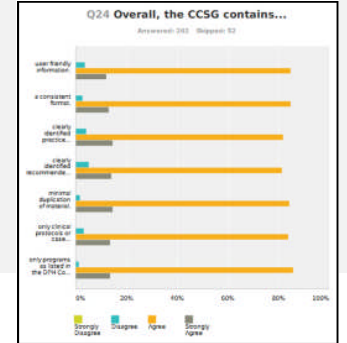
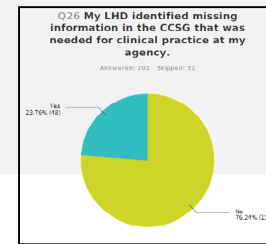
Each section of the PHPR was reviewed by team members and all content was categorized to meet the criteria outlined in the improvement theory. Each section was then reviewed by KDPH staff and group discussion was held to determine what information needed to be included in the new document. Team members identified the need to rename the streamlined document the Core Clinical Service Guide (CCSG). This document piloted with a few LHD and released for full implementation in August 2012.



CHECK

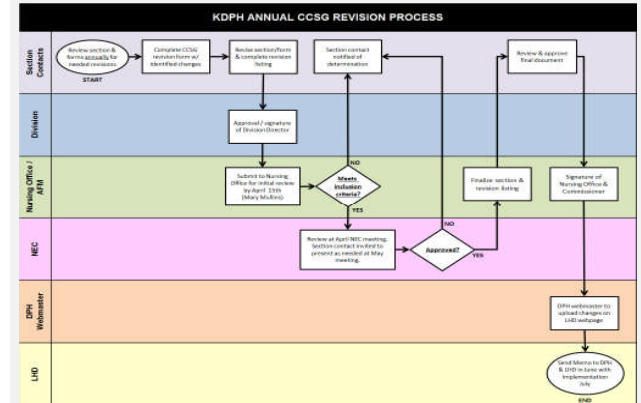
Study the Results

Approximately 6 months after implementation, a survey was conducted of LHDs to discuss the new CCSG. A total of 254 people responded to the survey with 42% of respondents from a district LHD and 57% from a single county LHD. Overall the survey results and evaluation of this project do indicate that the project achieved the original project's aim statement.



ACT

Standardize or Develop New Theory



Future Plans

KDPH staff were trained on the new process and the document will now follow the criteria established via this project. Annual training and review will continue to ensure the document remains useful for LHDs.