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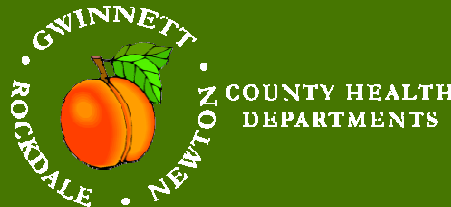


Public Health
Prevent. Promote. Protect.



*Advancing
public health
performance*

OUR JOURNEY TO ENHANCED QUALITY IMPROVEMENT



A HEALTHY, PROTECTED, AND PREPARED COMMUNITY

3 END PRODUCTS/ONE COMMON GOAL

PARTNERS	END PRODUCTS
❖ Georgia Family Connection collaborative organization	Community Strategic Plan
❖ Non-Profit Hospitals	Community Health Needs Assessment Implementation Plan
❖ Health Department	Community Health Assessment Community Health Improvement Plan
County Health & Human Services Department	
County Schools	



IMPROVE COMMUNITY HEALTH

❖ Partners from similar organizations in all 3 counties



Enhanced Quality Improvement Journey

ASSESSING HEALTH & PLANNING IMPROVEMENT



Health status
indicators

Health
determinants

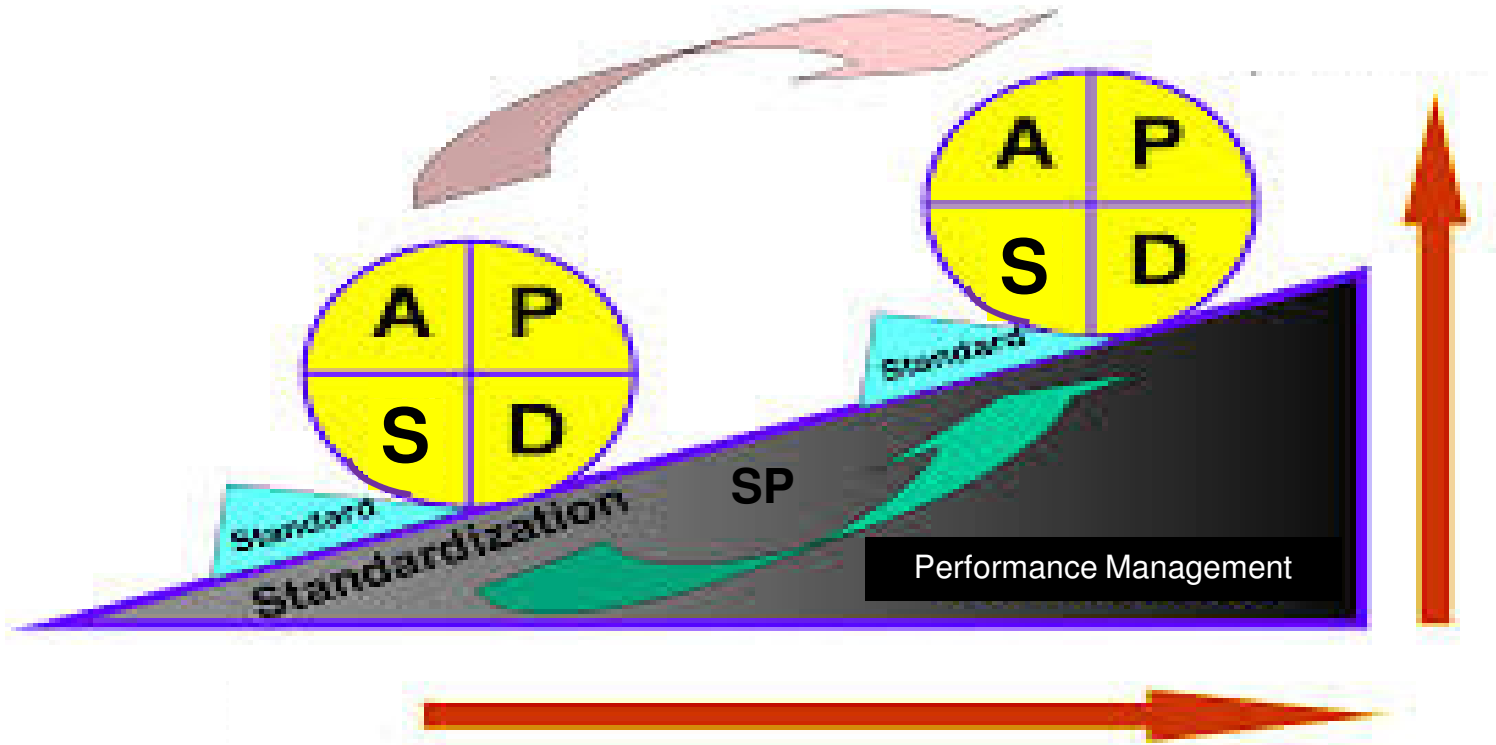
What the
Community
is doing

What the
Health Department
is doing



BIG QI AND LITTLE QI

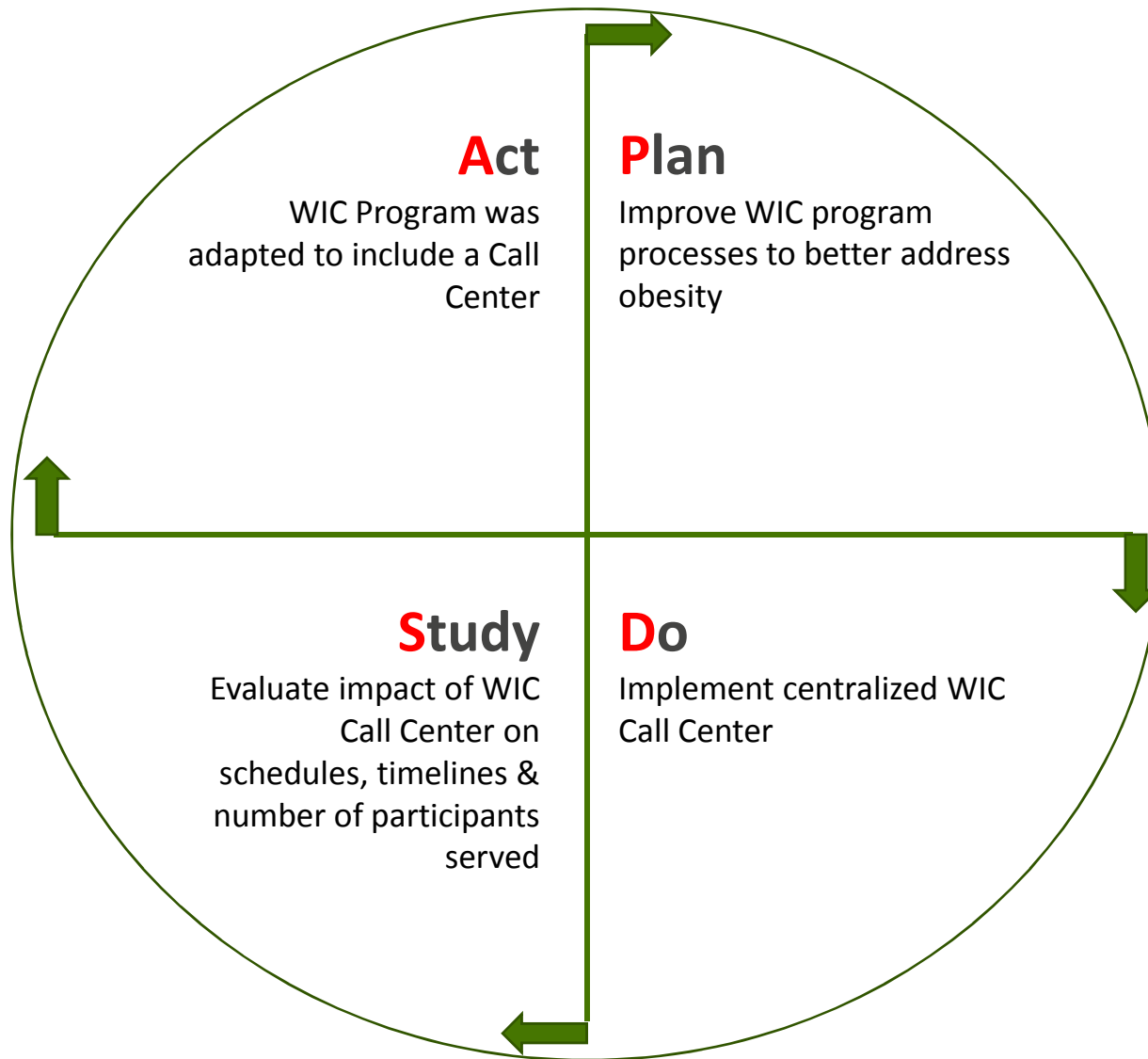
CHIP



MACRO QUALITY IMPROVEMENT



MICRO QUALITY IMPROVEMENT



IMPROVING A DEPARTMENTAL PROCESS

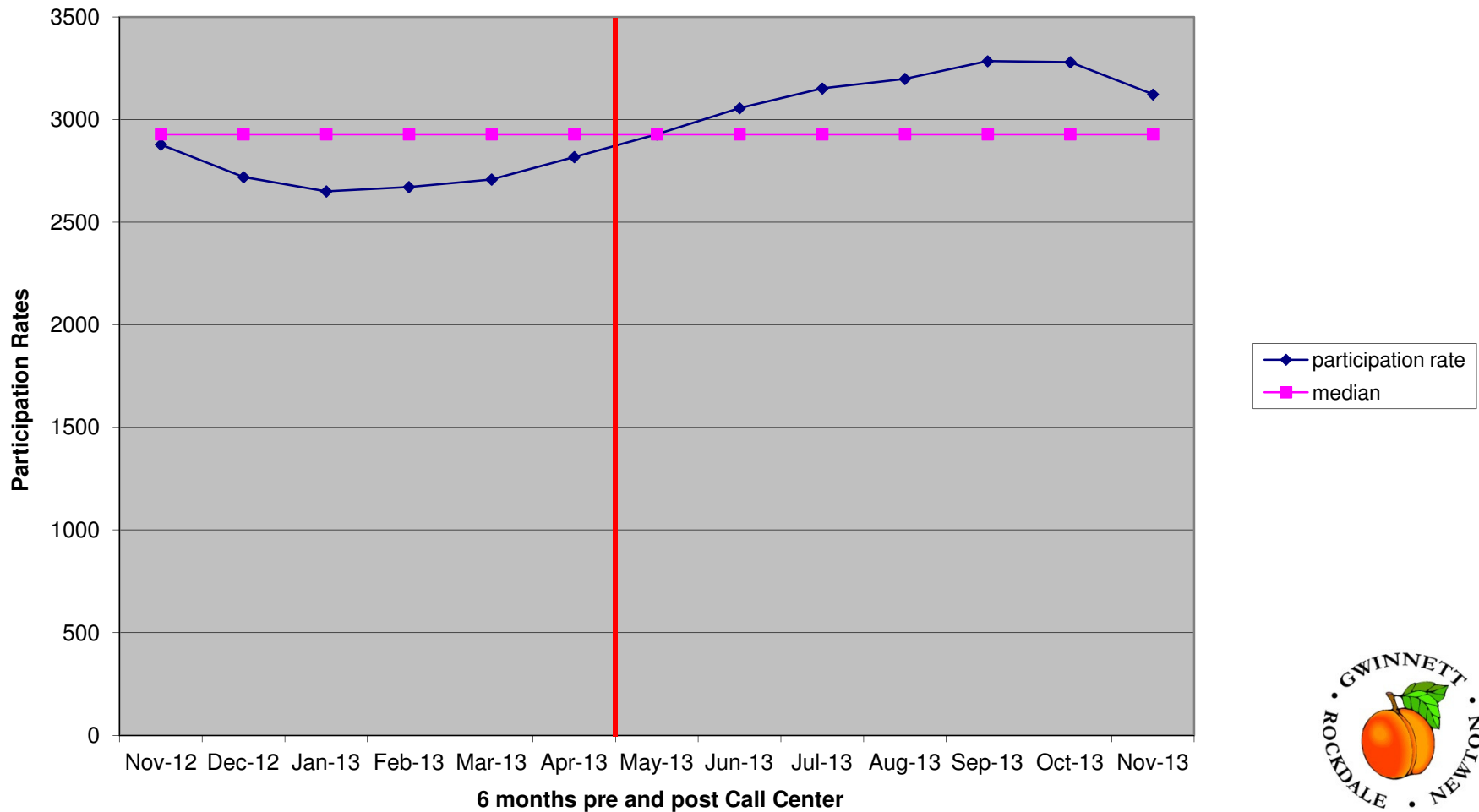
WIC QI PROJECT

Problem Statement	WIC clients are experiencing unanswered phone calls and delays in receiving return phone calls
AIM Statement	Reduce delay in making appointments and returning WIC participant phone calls, as well as meeting processing standards within three months of implementation of a centralized WIC Call Center



TRACKING THE EFFECT OF AN INTERVENTION

Pilot Site Participation Rates



WHAT WE ARE LEARNING



NEXT STEPS

- Implement programs responsive to community needs

- Continue efforts to improve quality of services provided

- Complete application & submit documentation for accreditation

Healthcare Georgia Foundation
grantmaking for health

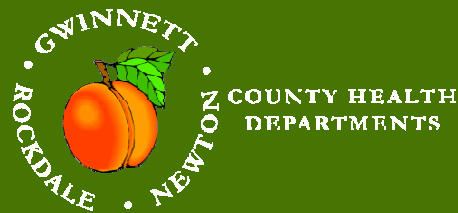


GEORGIA SOUTHERN
UNIVERSITY



QUESTIONS?

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A HEALTHY, PROTECTED, AND PREPARED COMMUNITY