

NORTHERN NEVADA
Public Health

Quality Improvement

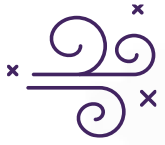
Rayona LaVoie, Director of Programs and Projects

Quality Improvement Program

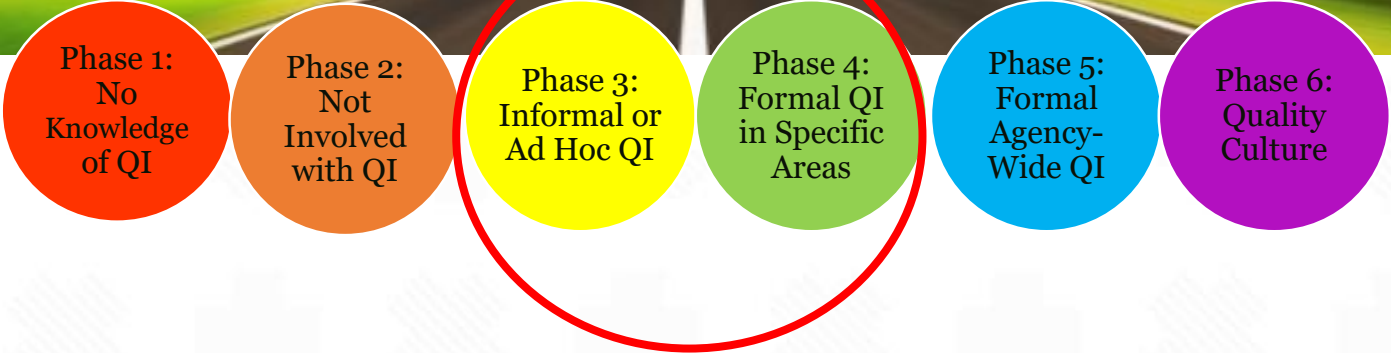
Purpose: Create a culture of continuous learning and innovation

- Enable adherence to best practices
- Improve efficiencies
- Greater impact





Roadmap to a Culture of Quality



Culture of Quality Survey

Key Findings

Element 1: Staff Empowerment

- Access to tools to train and complete job responsibilities

Element 2: Teamwork and Collaboration

- Information is being shared within the divisions

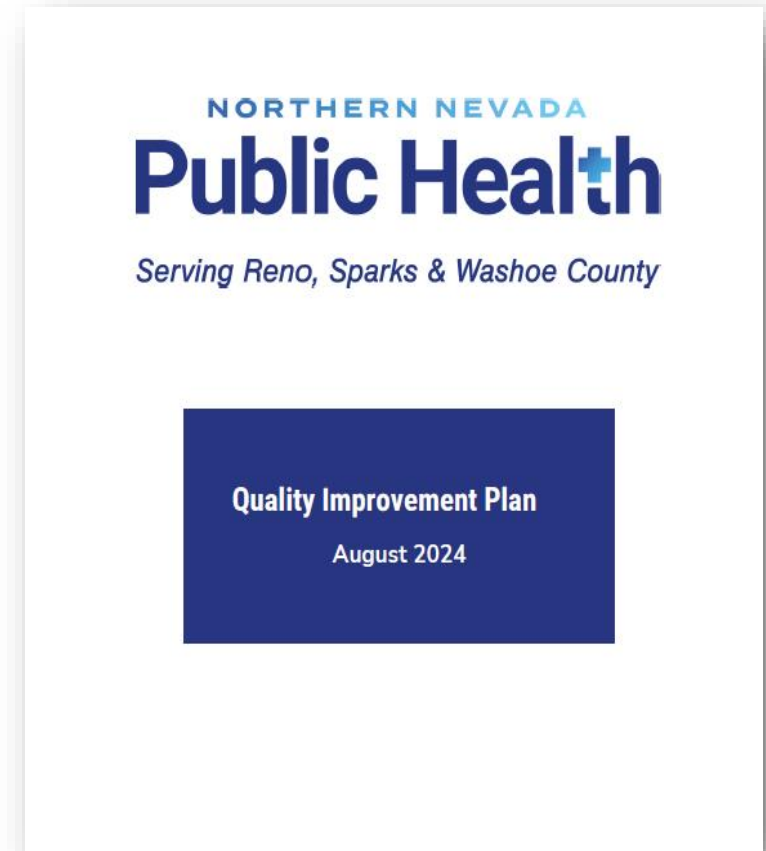
Element 5: QI Infrastructure

- Data driven decision making for strategic planning



Quality Improvement Plan

1. Establishes accountability
2. Provides an action plan for how to grow the QI culture.
3. The QI Council developed a process to measure progress annually
4. Aligns with other NNPH plans including to maintain focus on overall strategy and performance.



Next Steps

1. Create a culture of continuous improvement that fosters innovation
2. Provide QI training to all staff
3. Utilize the performance management system to make data informed decision
4. Increase the implementation of QI practices across the organization



Questions?

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