

**Staff Report**  
**Board Meeting Date: August 22, 2024**

**DATE:** August 15, 2024  
**TO:** District Board of Health  
**FROM:** Rayona LaVoie, Management Analyst  
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**SUBJECT:** Presentation and possible acceptance of the NNPH 2024-2026 Quality Improvement Plan.

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**SUMMARY**

In March 2023, staff completed the NACCHO Culture of Quality Improvement Survey. The QI self-assessment provides a foundation for understanding current culture, identifying strengths and areas for improvement, and prioritizing strategies for the QI plan. The tool is based on the six foundational elements of a culture of quality, including employee empowerment, teamwork and collaboration, leadership commitment, customer focus, QI infrastructure, and continuous process improvement. Local Health Authorities are evaluated on a continuum of phases between one and six, with six being the ideal state of supporting a culture of quality improvement that fosters innovation. A 75% response rate was gathered from staff and leadership, which provided a valid starting point to determine areas of improvement. Generally, staff and leadership perceive teamwork, collaboration, and staff empowerment as areas where the organization excels. Furthermore, findings suggest building QI infrastructure is of greatest need to support a continuous learning environment. A Quality Improvement (QI) Council was convened of members across the organization to create a QI Plan. The purpose of the QI Plan is to provide an action plan of efforts focused on building a system and structure to achieve a culture of quality. The QI program aligns with the organization's mission, vision, and strategic plan and is linked to the organization's performance management system.

**District Health Strategic Priority supported by this item:**

**This item addresses all Health District Strategic Priorities.**

**PREVIOUS ACTION**

The QI Plans, including FY15-16, FY17-18, and FY20, were previously presented and adopted by DBOH.

**BACKGROUND**

A Quality Improvement Plan is one of the core elements that must be demonstrated to maintain Public Health Board Accreditation (PHAB). Quality improvement in public health is the use of a deliberate and defined improvement process, such as Plan-Do-Check-Act, which is 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 in services or processes that achieve equity and improve the health of the community.

**FISCAL IMPACT**

There is no additional fiscal impact on the FY25 budget should the Board accept the NNPH 2024-2026 Quality Improvement Plan.

**RECOMMENDATION**

Staff recommends the District Board of Health accept the NNPH 2024-2026 Quality Improvement Plan.

**POSSIBLE MOTION**

Should the Board agree with staff's recommendation, a possible motion would be "Move to accept the NNPH 2024-2026 Quality Improvement Plan."