



NC Department of Health and Human Services



## **CEQ Webinar Series Part Six: Exploring Quality Improvement**

**Savannah Simpson, MSPH  
Family Planning Program Consultant  
Reproductive Health Branch  
Women, Infant, and Community Wellness Section**

**Archived Webinar, 2022**

# Review

- Part One
  - Background of Community Engagement Education Awareness Plan and Quality Improvement Project
- Parts Two through Four
  - Breaking Down the Template
- Part Five
  - Submitting the CEQ

# Objectives

- Understand why the CEQ is required
- Explore ways that quality improvement data can be utilized
- Explore Quality Improvement Project Ideas

# Why is the CEQ a requirement?

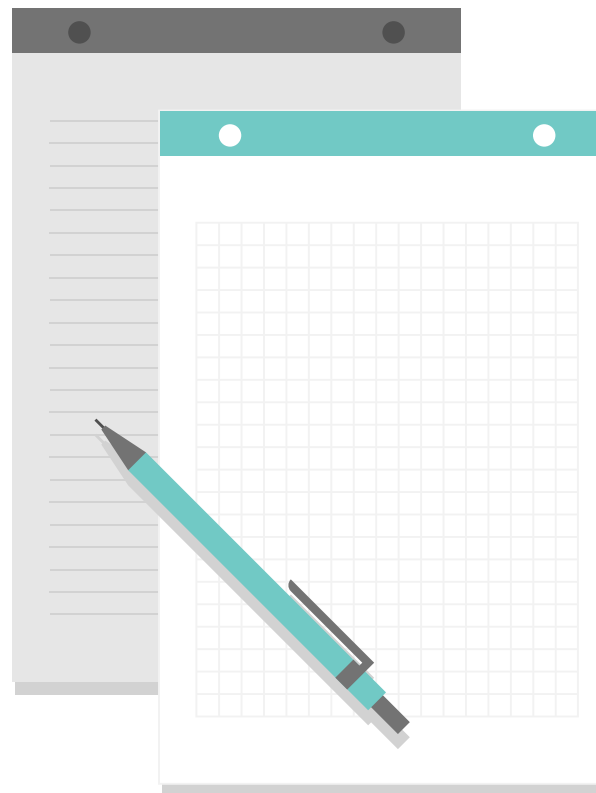
- Quality Improvement should be a continuous cycle.
- The Community Engagement Education and Quality Improvement plan allows agencies the opportunity to “connect the dots” between their efforts and the community.

# What other ways can Quality Improvement be used?

- Grant Applications
- Local Health Department Accreditation
- Community Health Assessment
- Health Equity
- Program Evaluation
- Community Partnerships
- Evaluating Referral Resources

# Data and Justification

- Grant Applications
- Budget Allocation



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# Accreditation

- The CEQ can be used as evidence for multiple benchmark activities for the Local Health Department Accreditation Process.
- Including your sites accreditation coordinator as a member of your quality improvement team can be helpful.
- Example Accreditation Activities
  - Activity 11.1
  - Activity 27.3 Part C



NORTH CAROLINA  

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**Local Health Department  
Accreditation**

Source: <https://nclhdaccreditation.unc.edu/>

# Community Health Assessment

- Cycle completed every four years
- Receive an annual State of the County Health Report

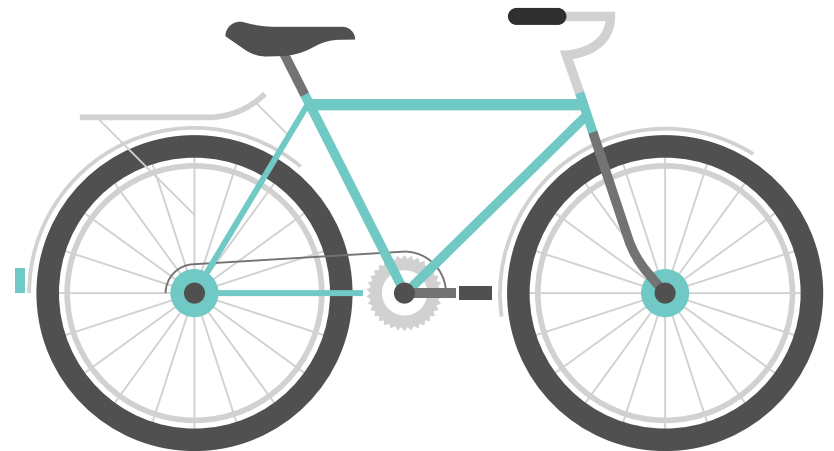


Source: Microsoft PowerPoint Stock Icon



# Health Equity

“Quality improvement that only focuses on the overall population, and fails to address racial and ethnic differences, can result in unequal quality.” –  
Advancing Health Equity



Source: <https://www.solvingdisparities.org/tools/roadmap/linking-quality-and-equity#:~:text=Equity%20and%20Quality%20are%20connected,cutting%20component%20of%20quality%20improvement.&text=Likewise%2C%20quality%20improvement%20that%20only,can%20result%20in%20unequal%20quality.>

# Program Evaluation

Program evaluation is a systematic way to gain insight as to how your program or project is being implemented from an operational and service perspective.- Healthy Start Epic



Source: [http://www.healthystartepic.org/wp-content/uploads/2015/06/TXRegionalMtgEvaluationandQualityImprovement\\_compliant.pdf](http://www.healthystartepic.org/wp-content/uploads/2015/06/TXRegionalMtgEvaluationandQualityImprovement_compliant.pdf)

# Community Partnerships

**“If everyone is moving forward together, then success takes care of itself.” – Henry Ford**



# Referral Resources

- Referrals ensure a continuum of care for clients.
- Referral resources should be regularly evaluated.
- Evaluating referral resources can be integrated into the quality improvement process.



# Ideas for Quality Improvement Projects

## COVID-19

- What has become relevant or irrelevant since the COVID-19 Pandemic?
- Is Telehealth an option? Would it be a good fit for our community?
- How can we better serve our clients during and after the COVID-19 pandemic?

## Subpopulations

- How is our agency reaching and serving these subgroup(s)?
  - Low income individuals who do not qualify for Medicaid
  - Men
  - Women with Substance Use Disorders
  - LGBTQIA+
  - Individuals with disabilities
  - Individuals that do not read or speak English

# Ideas for Quality Improvement Projects

## Staff

- Review of Policies
- Review of Internal Procedures
  - To be more inclusive should we ask for clients to identify pronouns at check in?
- Same day contraception policy/procedures
- Evaluate staff training/development needs

## Equipment

- Evaluate family planning clinic equipment needs
  - Anything need updating or replacing?
  - Additional needs
  - Does a room/waiting area need updating for inclusivity/youth
- Evaluate electronic equipment software needs
  - Outdated technology?
  - Updates or additions needed?

# Is your agency ready for Quality Improvement?

- **Reproductive Health National Training Center Quality Improvement Self-Assessments**

- **Readiness**

- [https://rhntc.org/sites/default/files/resources/rhntc\\_readiness\\_for\\_qi\\_assessment\\_5-5-21.pdf](https://rhntc.org/sites/default/files/resources/rhntc_readiness_for_qi_assessment_5-5-21.pdf)

- **Focus**

- [https://rhntc.org/sites/default/files/resources/rhntc\\_focus\\_on\\_qi\\_assessment\\_5-5-21.pdf](https://rhntc.org/sites/default/files/resources/rhntc_focus_on_qi_assessment_5-5-21.pdf)

# Summary

- Discussed why the CEQ is required
- Explored ways that quality improvement data can be utilized
- Explored Quality Improvement Project Ideas



# CEQ Series Summary

- **Background of quality improvement and its principles in public health.**
- **Community Engagement and Education**
- **Promoting your agency's services to your community.**

# Contact Information

- Family Planning Program Consultant
  - Office 919-707-5700

# Resources

- **The Agency for Healthcare and Quality**

- <https://www.solvingdisparities.org/tools/roadmap/linking-quality-and-equity#:~:text=Equity%20and%20Quality%20are%20connected,cutting%20component%20of%20quality%20improvement.&text=Likewise%20C%20quality%20improvement%20that%20only,can%20result%20in%20unequal%20quality>

- **Healthy Start Epic**

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