

Quality Improvement & Support Procedure

QUALITY CHAMPIONS AND QUALITY IMPROVEMENT HUDDLES

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Programs	Connect Care Core Home Care
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Overview:

The Quality Champion is one of the most important components of the quality improvement program at DSCC. Each regional program office has an identified Quality Champion within the team who helps identify areas of opportunity and leads the team in developing action steps to improve. The PDSA (Plan, Do, Study, Act) model is utilized in this process. This work is accomplished through Quality Improvement Huddles that occur formally on a quarterly basis. The Quality Champion ensures that continual feedback is provided to the team on progress and that adjustments are made to plans, as needed. Quality Champion projects and results are shared with leadership during the Quarterly Quality Meeting.

Quality Champions	A Quality Champion is a person who enjoys using information to celebrate success and help inspire change by focusing on solutions. The Quality Champion is a team member (not a manager) who would like to have an opportunity to utilize their skills in a new way and gain leadership experience. Each regional office will have a Quality Champion (or two) who will take the lead in facilitating Quality Improvement Huddles each quarter. They will help the team understand the information in the Scorecard and other PowerBI reports, celebrate the team's successes, and support the team in developing an improvement plan.
Quality Improvement Huddles	<p>DSCC values quality improvement and making informed decisions based on data. The Quality Improvement (QI) Huddles will be one way to engage staff in the process of using information to analyze data and make plans to reach our performance targets. Each regional office will participate in a Quality Improvement Huddle <u>quarterly</u> to review the identified quality measures and develop action plans together.</p> <p>Quality Improvement Huddle Goals:</p> <ul style="list-style-type: none"> • Celebrating strengths • Having focused time to review data • Solving problems together • Developing next steps for improvement • Empowering staff • Improving Care Coordination activities <p>Roles:</p>

	<p><u>Quality Champion</u></p> <ul style="list-style-type: none"> • Leads the Quality Improvement Huddle meetings • Supports the team in identifying strengths • Inspires the team to believe improvement is always possible • Keeps the team focused on problem-solving and solutions • Helps support the team in creating improvement plans <p><u>Quality Team Members (Regional Office Team)</u></p> <ul style="list-style-type: none"> • Participates in Quality Improvement Huddles • Brings ideas and solutions to the team • Supports change efforts in the team • Recognizes strengths in the team and our work • Is open to new ideas and suggestions • Develops action plans together • Complete assigned tasks <p><u>Quality Reporter (Volunteer from the Quality Team)</u></p> <ul style="list-style-type: none"> • Documents the discussion and action items on the QI Huddle - Improvement Plan • Provides all team members with a copy of the QI Huddle - Improvement Plan
Quality Improvement Supporters	<p>Each Quality Champion is assigned a quality improvement team member to provide support, information, and encouragement. This role is referred to as a Quality Improvement Supporter.</p> <p>QI Supporters provide:</p> <ul style="list-style-type: none"> • Provides initial orientation to new Quality Champions • Provides support and guidance to the Quality Champion • Helps in understanding the data within the Scorecard • Provides resources and training when needed • Gives guidance around the facilitation of huddles • Supports data analysis • Reviews improvement plans • Recommends opportunities for improvement
Quality Champion Quarterly Meetings	<p>Every quarter, the Quality Champions meet with the Quality Improvement Supporters.</p> <p>The agenda includes the following:</p> <ul style="list-style-type: none"> • Examples of Quality Improvement Plans with what is working and areas of improvement. • Review of Reports – Power BI • Quality Improvement Education • Successes and Challenges
Policies	DSCC Quality Improvement Policy
Procedures	
Forms	Quality Improvement Huddle Action Plan
Letters	

Reports	
Resources	
Electronic Systems	