

**CQI STATUS REPORT**  
**2017 Activities**

CQI - Continuous Quality Improvement – is a systematic, department-wide approach for achieving measurable improvements in the efficiency, effectiveness, performance, accountability, and outcomes of the processes or services provided.

The activities in this report are based on the FDH CQI Plan created March 2015 and revised November 2017. The projects and activities are designed to fulfill the measures outlined in Accreditation Standard 9.2: Develop and implement quality improvement processes integrated into organizational practice, processes, and interventions.

• **CQI Team:**

- The team consists of 5 members with representation from each division within the health department.
- CQI Team meets quarterly to evaluate the project teams progress and evaluate any new project request from staff

• **CQI Plan**

- The CQI Plan was reviewed and updated in November 2017.

	2016	2017	2018	2019	2020
1 Major Project	Completed	Completed			
1 Minor Project	Completed				
1 Minor Project					

• **CQI Project Team Activities for 2017:**

- The CQI Team **coordinated one Major Project in 2017**. The CQI Plan indicates that we will complete 1 major project or 2 minor projects annually.
  - A project team was formed to work on the Customer Satisfaction Survey. The survey was revised a couple of times and is now set up on our website. We have tallied the results of the survey and even made of few of the changes that customers wanted.
  - We will continue to survey our customers to ensure quality service and address the concerns as they come up. The Customer Satisfaction Survey will be ongoing; we need to give our customers a venue to express their likes, dislikes and to make suggestions.

• **Miscellaneous:**

- Three team members will be leaving the CQI Team and 3 new employees will rotate on this year.

**Leaving the team:**

Kathie Whitlock, Admin Rep  
 Gwen Shafer, Nursing Rep  
 Amy Gabriel, CQI Coordinator

**Replacement:**

Pauletta Krieger  
 Lucinda Robinson  
 Madison Swackhammer (moved from Environmental Rep)  
 Deb Kilbarger, Environmental Rep