

Quality Improvement Corner: November 2020

Updated Improvement Resources

In this installment of Quality Improvement Corner, PHAB Accreditation Specialist April Harris, MPH, CHES, shares quality improvement resources.

Amid our current public health environment, connections and sharing have never been more important. Are you interested in resources to stay engaged and continue improvement efforts in your health department? We have compiled several of our national partner's resources and learning communities that may be helpful to you and your improvement work. Check out a few new strategies to stay connected!

- **[Association of State and Territorial Health Officials \(ASTHO\)](#)**: Browse through the [past two years of resources](#) that resulted from an ASTHO project to support health departments to build health agency capacity around performance management, plan implementation and alignment, quality improvement, systems improvement, and that also seek to meet PHAB standards.
- **[National Association of County and City Health Officials \(NACCHO\)](#)**: Due to COVID-19, more and more people are having to adjust to teleworking and transitioning in-person meetings to virtual meetings. To address this challenge, NACCHO has created an introduction guide for virtual facilitation and collaboration identifying resources, strategies, and tools that local health departments and their partners can use to design and facilitate virtual collaborative activities, such as quality improvement. [Click here](#) to read the guide. NACCHO also facilitates a virtual community to connect with peers called the Performance Improvement Peer Learning. For more information about getting connected there, please contact pi@naccho.org.
- **[Public Health Foundation \(PHF\)](#)**: PHF specializes in three areas of improving public health: performance management, quality improvement, and workforce development. Many free resources and trainings are housed on their [website](#). More than 500 health departments have received [PHF's training in quality improvement, performance management, and workforce development](#). Addressing health department needs for remote training, PHF has revamped many of these trainings to meet this increasing need. Have a question about PHF's performance improvement resources or interested in exploring options and costs for tailored training to meet your agency's needs? Contact Ron Bialek at rbialek@phf.org.

PHF also facilitates the Academic Health Department (AHD) Learning Community. Members can participate in meetings and webinars, engage in discussion, access resources and tools, and receive guidance to support partnerships between health departments and academic institutions. [Check their website](#) for information on their ongoing webinar series.

- **[Public Health Improvement Network](#)**: The Public Health Performance Improvement Network (phPIN) is a learning community and peer exchange network for those working in performance improvement in public health. phPIN offers a forum for innovative performance improvement practitioners to network, access just-in-time resources, and share emerging practices on performance management, quality improvement, accreditation, community health assessment and improvement planning, and workforce development. Join the

community to connect with peers from across the country, access training opportunities and resources, and stay in the know with the monthly newsletter.

The phPIN community recently launched a new ECHO Public Health learning series, *Conducting Successful CHA/CHIPs Virtually During COVID-19*. Presentation recordings, slides, and links to relevant resources are posted in the community each week. The session topics are:

- Working Virtually with Teams and Partners on CHA/CHIP
- Strategies for Virtual Engagement and Community Partnership
- Reaching and Engaging with Priority Populations
- Data Sharing and Analysis with Community Partners
- Examination and Prioritization of Key Findings
- Virtually Planning Your CHIP