

# NC Alliance of Public Health Agencies, Inc.

## Environmental Health Quality Improvement Training

### Agenda

9:00-9:15am	Welcome and Purpose	Malcolm Blalock
9:15-10:15am	Comments from Attorney General's Office	Attorney General Rep
10:15-11:15am	Testimonials from a County Experiencing Problems	Local Presenter
11:15-Noon	Best Practices from County with QI Program	Local Presenters
Noon-1:00pm	Lunch (provided)	
1:00pm-1:45pm	OSW Best Practices from a Statewide Perspective	OSW State Program
1:45pm-2:15pm	FLI Best Practices from a Statewide Perspective	FLI State Program
2:15-2:30pm	Break	
2:30-2:45pm	Team Discussions on What Can Be Done Locally	Local Teams
2:45-3:30pm	Reporting on Team Discussions on What Can be Done	Local Teams
3:30-3:45	Questions/Toolkit	

This is the first statewide training designed to promote the benefits of having a systematic quality improvement program in environmental health. While it is understood that every environmental health office cannot have a full quality improvement program, there are some things that can be done in every county to improve the quality of work performed. Hence, the approach of this program is to emphasize what can realistically be done to improve the quality of work.

The training sessions are being offered on a regional basis (west, piedmont, east), with local presenters talking about their experiences from each region. The health director and the environmental health director from Caldwell, Randolph, and Onslow County (respectively) will present their experience(s) from the perspective of actual events that led to major problems in their county. In addition, the environmental health supervisors from Catawba, Alamance and Nash counties will present the best practices in quality improvement from their county.

The primary purpose of this training is:

- To show participants real problems that can happen in the absence of a systematic Quality Improvement system
- To present ways of instituting elements of a systematic Quality Improvement system in local health departments
- To identify Quality Improvement measures that can be instituted in each county.

To illustrate what can happen in a county doing no monitoring of daily work, a county that has experienced significant problems in its onsite wastewater program will present details of what happened in their county and the repercussions of that lack of oversight.

A number of environmental health programs in North Carolina have instituted systematic elements of quality improvement. The program will include local environmental health representatives to discuss the elements of the quality improvement activities taking place in their county. These best practices will show what is being done and the costs of those actions.

Representatives from the Division of Environmental Health will make presentations in the onsite program and in the food, lodging and institutional program. These presentations will focus on quality improvement activities they have seen in local programs.

While it is easy for participants to focus on why it is impractical to have a quality improvement program in their county (staffing shortages, fiscal restraints, etc.), this training is intended to show various best practices in place in local health departments. Time is scheduled for the teams from each county (teams include the health director and the environmental health director, supervisor(s), coordinator, and any other county official present (county manager, county attorney, county commissioner, or board of health member) to focus on quality improvement activities that can be implemented in their county. The local teams will be asked to present some of the activities they plan to implement.

Each participant will receive a toolkit of quality improvement activities to consider in developing an ongoing quality improvement program for their county.

The Alliance will request Continuing Education credit from the RS Board for this training.