

Examples of Quality Improvement Training for the Public Health Workforce

**Lessons from the
Multi-State Learning Collaborative**

APHA

November 6, 2007



National Landscape

- **Accreditation**

- Exploring Accreditation Project (EAP)
- Public Health Accreditation Board (PHAB)

- **Quality Improvement**

- Accreditation encourages Quality Improvement
- Quality Improvement helps prepare for Accreditation
- Quality Improvement is an integral component of Accreditation



Multi-State Learning Collaborative

Year 1

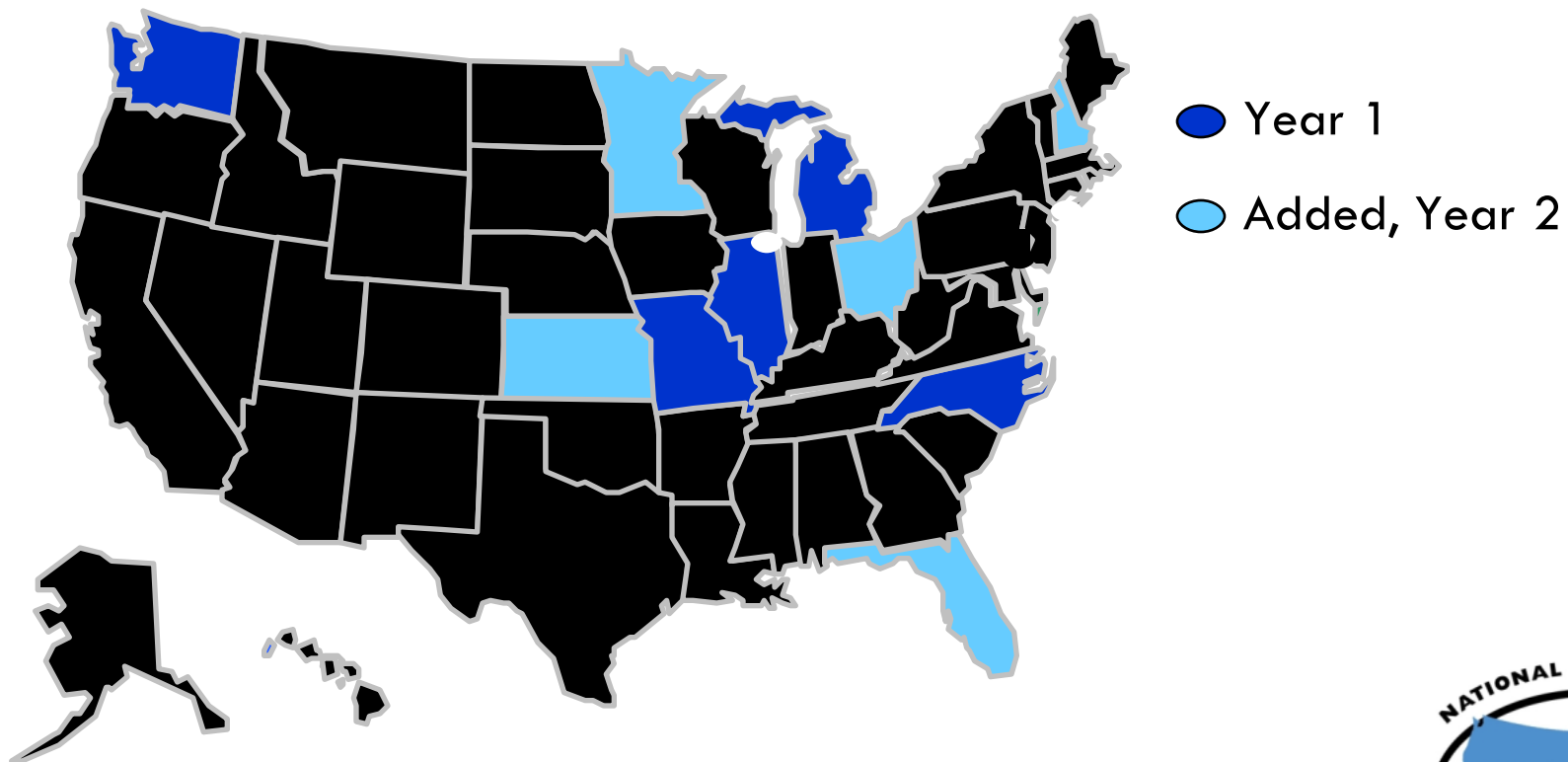
- 5 states
- Focus on Assessment/
Accreditation
- Inform Exploring
Accreditation Project

Year 2

- 10 states
- Focus on Quality
Improvement
- Inform PHAB
- Key Activity:
**Training the
Workforce**



MLC Member States



Emerging Best Practices

- Training/Technical Assistance applied to a specific project, as *the project is implemented*
- Peer Networks



Workforce Development Activities

- **Statewide and regional training**
- **Electronic course – “Orientation to Washington Public Health Standards”**
- **Exemplary Practices**
- **Web site**
- **Tool kit**
- **Teleconferences**
- **Site-specific consultations**
- **Learning Congress**



Two Examples

Michigan

- Long history of Accreditation
- Moving from quality assurance to Continuous Quality Improvement within Accreditation program

Florida

- Long history of Quality Improvement
- Using quality improvement skills to prepare for Accreditation



Michigan

- 4 Local Health Departments
- Organizational Capacity Targets identified
- QI Techniques applied to targets



Advantages

Learn on the Job

- Hands on
- Better understanding of how techniques may be applied to other areas of work or other programs

Peer Networks

- Ability to learn with/from peers, who bring their own knowledge and experience to the table
- Knowledge area expanded by seeing/learning about work of peers
- Dissemination of knowledge



Florida



- History of Peer Reviewers
- Peer Advisors



- Training Provided to Peer Advisors
- Site visits conducted to local health departments to assist with actual problems



*Peer advisors can bring
what they've learned
back to their own
health departments*



Take Home Message

- Consider alternatives to large trainings
- Consider mechanisms for applying lessons to a specific project, *as the project is implemented*
- Explore options to utilize peers as experts
- Explore opportunities for peer to peer learning



For more Information

<http://www.nnphi.org/mlc>

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