



## Northeast District Department of Health

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**69 South Main Street, Unit 4, Brooklyn, CT 06234**  
860-774-7350 / Fax 860-774-1308 [www.nddh.org](http://www.nddh.org)

### **QI Committee Meeting Minutes 5/13/2019** **2:00 PM 69 S Main St, Unit 4, Brooklyn, CT**

- A. Attendance: Delpha Very, Luther Thurlow, Elaine Lippke, Sue Starkey
- B. Minutes:
- Elaine motioned to approve the minutes of the April 8, 2019 meeting; motion passed unanimously.
- C. New Business: Delpha introduced the three topics of the retreat overview, QI focus and responsibilities of action items and since they are related, they were discussed as one.
- What is the purpose of the group? Is it for Dept QI or BOH QI per the strategic plan? Ensure delivery of the 10 essential services.
  - Sue explained QI was introduced to ensure BOH focused on quality of services in addition to Financial oversight and limited spending. Sue linked QI's purpose to the BOH training on survey results which asked for training and communication.
  - The roles of BOH: to focus on governance, workforce, finances, services and QI work to date.
  - Identification/review of scope of services
  - Roles and responsibilities of BOH and Elaine pointed out we used this to create BOH recruitment materials and asked if towns have them. They were sent to all towns. Luther brought up the need to focus activities based on the report from the retreat and to avoid working on things that aren't broken.
  - Delpha is concerned that NDDH is reactionary per Sue, BOH should monitor routine reports to see if there are trouble areas that require QI projects.
  - Sue pointed out that many BOH actions have been based on assumptions (fears) that towns think our per capita is too high and our services are not good. The group agreed that towns have not complained about per capita or services for years.
  - Per the strategic plan, QI committee is to identify indicators. Sue explained that BOH committees have indicators on reports that they routinely see; financial reports, audits, BOH reports on EHS services. They are all listed on the BOH QI activities list the committee has had for over a year. The reports have changed to provide more conformation, for example, CH reports to now show topics, audiences (young, adult, seniors), and towns served.

- Luther pointed out this committee keeps going around, he wants to get work done. Delpha is focused on BOH meeting with staff to identify issues. Per Luther, DOH meets with staff and explains what is going on to BOH. That is her job. Delpha wants staff to know BOH supports them. Luther and Sue pointed out Sue is the BOH staff person and BOH's role is to support the director.
- Sue referred to retreat findings and suggested QI focus on
  - Customer service surveys, per retreat BOH members visit towns with NDDH info sheets and questions
  - Staff satisfaction surveys, broadly focused
  - Creating strategic plan, sooner than November and including staff in the planning because that is a good opportunity for BOH to hear from staff for info to be communicated for all rather than in a roundabout way.
- Elaine pointed out that customer satisfaction surveys aren't useful if you can't do anything. Discussed length of time to provide services and suggested we decrease it to 2 days.
- Sue described QI activities and service
  - Identifying those who call frequently to intervene. There were no names, this was an assumption that was not seen when analyzed.
  - Manage expectations, let customers know it will take about 10 days for permits to be processed and ask them not to call until after 10 days.
  - Customers are told that EH will take 10 days and given brightly colored paper stating work will take 10 days. Call only if work has not been completed by 10 days.
  - Calls have decreased
  - Continue this process
  - In April 2019, the front desk was reminded that paper reminders are to be handout out with verbal reminder

D. Adjourned at 3:30 P.M.