



**Minutes of the BOH Quality Committee Meeting  
Tuesday, April 16, 2024 at 5:30 p.m.  
WCHD, Room 115**

**Members Present:** Bob McCreath (Ex-Officio), Patricia Lewis (chair), Dr. Williams, Dr. Minore

**Members Absent:** Dr. Halversen, Jim Powers

**WCHD Staff:** Dr. Sandra Martell-Public Health Administrator, **Patrick Ngum Quality and Data Director**; Katherine O'Toole, Director of Communications; Cheryl Floyd Director of Health Promotions; Todd Marshall, Director Environmental Health; Rebecca Lyons, Director of Emergency Preparedness; Todd Kisner, Director of Health Protection; Tiffany Levine, Director of Personal Health Services, James, Keeler, Director of Finance; Michael Jarvis, Director of Policy; Cynthia Hall, Director of Strategic Initiatives; **Stephanie Bahling, Executive Assistant (Recorder)**.

Patricia Lewis determined that a Quorum was not present at 5:41.

1. **Approval of Agenda – April 16, 2024** - no quorum
2. **Approval of Minutes – March 13, 2024** – no quorum
3. **Quality Improvement Plan – 2024 QI Initiatives:** Although a quorum had not been established, Patrick Ngum provided an overview of the 14QI projects to members present.
  - EH – Increase response of customer service surveys from 2% to 10%
  - HPW – Increase WIC breastfeeding participants from 11% to 15%
  - HPW – Increase Youth Leadership council nominations from four to twelve
  - HP/EH – Improve WCHD’s response to food borne illness to within 48 hours including assessment & mitigation plan
  - HP – Decrease unnecessary/unnecessary rabies PEP treatment from 26% to 10%
  - PHS – Increase IBCCP caseload by 5% to reach a total caseload of 468
  - PHEP – Increase participation in voluntary self-reporting of access and functional needs by 50%
  - Admin/Communication – Identify a trusted communication pathway for 50% of the twelve identified hard to reach populations; develop a culturally relevant public health message for 25% of the twelve identified groups
  - Admin/Communication – Identify and initiate a process for collecting feedback from website users and initiate a minimum of three modifications to the website based on the data received
  - Admin/Finance – Accurately classify all revenue sources against fixed based expenses.
  - Admin/Finance -Increase the utilization rate of the State opioid response program to 60%
  - Admin/Data & Quality – Reduce the number of business days to respond to data request by 30%
  - Admin/Public Health Policy – Increase documentation reviews for destruction and/or archiving by 20%
  - Admin/Strategic Initiatives – Increase the amount of time strategic leads collaborate by 50% to improve workgroup efficiency.Quality Improvement Plan attached
4. **Quality Improvement Orientation Dates Discussion** – no quorum agenda item not discussed
5. **Executive Session** - none
6. **Additions** - none
7. **Adjournment** – Patricia indicated that no adjournment was necessary as a quorum had not been established and the unofficial meeting ended at 6:23pm.