



**Minutes of the BOH Quality Committee Meeting
Tuesday, June 18, 2024 at 5:30 p.m.
WCHD, Room 115**

Members Present: Bob McCreath (Ex-Officio), Patricia Lewis (chair), Dr. Halversen; Dr. Williams; Jim Powers

Members Absent: Dr. Minore

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 present and called the meeting to order at 5:35.

1. **Approval of Agenda – June 18, 2024** – Patricia Lewis entertained a motion to approve the June 18, 2024 meeting agenda which was provided by Dr. Williams, seconded by Jim Powers, all were in favor and the meeting agenda was approved Ayes (5), Nays (0), Absent (1).
2. **Approval of April 16, 2024 Meeting Notes:** Dr. Halversen made the motion to approve, Dr. Williams seconded and the April 16, 2024 meeting notes were approved. Ayes (5), Nays (0), Absent (1).
3. **Approval of the May 21, 2024 Meeting Notes:** Jim Powers made the motion to approve the notes with the correction indicating that Dr. Halversen was present at the meeting. Dr. Halversen seconded the motion with the correction and the May 21, 2024 meeting notes were approved. Ayes (5), Nays (0), Absent (1).
4. **Quality Committee Update:** Patrick reported that there are 14 QI projects in process that are currently in the “plan” or “do” stage. Patrick indicated that an overview of the 2024 Quality Improvement plan was presented at WCHD’s all-staff meeting covering the key aspects of the plan such as the public health performance management system, the goals and objectives of the 2024 QI plan as well as strategic alignment between WCHD’s strategic plan and the Illinois plan for local assessment needs. Patrick indicated that a follow-up assessment regarding the plan was sent out with approximately 80% of the staff reporting that they were aware of the QI objectives & goals and understood their roles with the QI initiatives for 2024.
5. **Quality Improvement Initiatives Update**
 - a. **EH – Customer Satisfaction Survey** – Todd Marshall reported that they are in the process of using Qualtrics to conduct the environmental health customer satisfaction survey with the goal to identify areas for improvement as well as training needs. The overall goal of the project is to improve customer survey responses from 1% to 10%.
 - b. **Admin – Strategic Initiatives, improve collaboration** – Cynthia reported that the goal of the strategic QI project is to increase the amount of time and efficiency strategic leads & co-leads spend collaborating on strategic initiatives. Cynthia reported that the leads & co-leads recently met and completed a fishbone diagram identifying areas of opportunity for improvement adding that the next step is to prioritize and implement ideas to improve collaboration
6. **Executive Session - none**
7. **Additions - none**
8. **Adjournment** – With no further business to discuss, Patricia Lewis entertained a motion to adjourn the June 18, 2024 Quality Committee Meeting which was provided by Jim Powers, Seconded by Dr. Halversen, all were in favor and the meeting adjourned at 6:03 p.m.