



**Minutes of the BOH Quality Committee Meeting**  
**Tuesday, October 15, 2024 at 6:00 p.m.**  
**WCHD, Room 115**

**Members Present:** Patricia Lewis (chair), Dr. Williams, Dr. Halversen, Jim Powers

**Members Absent:** Bob McCreath (Ex-Officio), Dr. Stephen 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 6:02.

1. **Approval of Agenda – October 15, 2024** – Patricia Lewis entertained a motion to approve the October 15, 2024 meeting agenda which was provided by Dr. Halversen, seconded by Jim Powers, all were in favor and the meeting agenda was approved Ayes (4), Nays (0), Absent (2).
2. **Approval of September 17, 2024 Meeting Minutes:** Patricia Lewis entertained a motion to approve the September 17, 2024 meeting minutes which was provided by Jim Powers, seconded by Dr. Halversen, all were in favor and the September 17, 2024 meeting minutes were approved. Ayes (4), Nays (0), Absent (2).

**Quality Committee Update:** Patrick reported that WCHD continues to make progress on QI projects goals & objectives and provided the following updates:

- Leadership and Systems Thinking: 85% of QI teams now include diverse perspectives, exceeding the 80% target. Presentations on these initiatives are scheduled for December 2024.
- Quality Improvement Initiatives: 85% of projects have identified process flows, and 85% have used QI tools. 50% have implemented improvements, with 20% in the ACT phase of the PDSA cycle.
- Workforce Development: QI training is now fully integrated into the New Employee Orientation. Updates have been made to the Workforce Development Plan to ensure accessible, web-based training.
- Communication: 10 of 14 QI projects have been presented to the Board of Health Quality Committee. Final reports and storyboards are scheduled for December 2024, with posting planned for January 2025

**3. Quality Improvement Initiatives Update**

- a. **Communications QI Project: Hard to Reach Population** – Katie O'Toole reported that QI project is intended to determine communications pathways to send public health messaging to the hard-to-reach populations to mitigate health disparities and improve access to services. During the process they have identified 12 populations and have set a goal to determine communication pathways for 25% (3/12) of the hard-to-reach populations by December 31, 2024. This will enable them to send time sensitive culturally relevant public health messaging to the hard-to-reach populations in a timelier manner.
- b. **Communications QI Project: Website User Feedback Survey** – Katie O'Toole indicated that the website user feedback survey will provide data that will be used to improve the functionality of the website. They will be able to monitor content, internal traffic, external campaigns, functionality and usability. She indicated that the Qualtrics team created the user feedback survey which “pops-up” offering the feedback survey to users who are on the website. The information gathered will be used to make changes on the website as well as used in a data report.

**4. Executive Session - none**

**5. Additions - none**

6. **Adjournment** – With no further business to discuss, Patricia Lewis entertained a motion to adjourn the October 15, 2024 Quality Committee Meeting which was provided by Jim Powers, seconded by Dr. Halversen, all were in favor and the meeting adjourned at 6:25 p.m.