How to have a culture of quality improvement in BPH

Clear & Accurate Focus in BPH
- Develop & promote elevator speech.
- Identify low-hanging fruit and implement QI immediately.
- Develop formal QI plan and update regularly.

Knowledge of QI among BPH staff
- QI Champion training for staff in each office to build the culture.
- Encourage mentoring from trained QI Champions among other staff.
- Recognize & utilize offices of “Many Masters” and their experience.
- Develop & implement Performance Management System (bureau-wide).

Leadership Support
- Endorse & support focus of process improvement.
- QI sharing as standing agenda item for LT meetings.
- Promote of projects & best practices through BPH webpage.
- Document success using storyboards and share among BPH staff.
- Support & encourage office level participation.

Empowering Employees to Focus on Process Improvement
- Office Directors to find QI Champions who are leaders but not in leadership role.
- Office Directors & Managers to encourage and discuss QI/process improvement regularly at staff meeting.
- Use data more effectively. Catalogue, track, focus, link to resources.
- Implement formal process for employees to share ideas & provide feedback on process improvement.

Implement Quality Improvement throughout all BPH offices in everyday processes
- Incorporate strategic plan at bureau level and at office level.

Increase Involvement in process improvement throughout the Bureau & DHHR
- Break down silos and include other bureaus when possible.
- Management to encourage projects, new ideas, and team building, cross-collaboration.
- Collaborate with OHRM to include in Management Bootcamp Sessions and other management training.

Office Directors & Managers to solicit project ideas from staff.

Office Directors to find QI Champions who are leaders but not in leadership role.
Quarterly professional development forums around QI & process improvement open to all BPH employees.
Office Directors & Managers to solicit project ideas from staff.

Bureau for Public Health Solution & Effect Diagram for Building a Culture of Quality Improvement
February 2013