



PORTAGE COUNTY COMBINED GENERAL HEALTH DISTRICT (PCHD)
705 OAKWOOD ST, RAVENNA, OHIO 44266
QI Team Charter

Team Name: The Beyond the Bitters		Project Title: Animal Bite Investigations / Rabies Prevention	
<p>Problem / Opportunity Statement: Animal bite investigations are an essential component in a successful rabies prevention program, as mandated for our agency by the OAC and ORC. Between 1/1/2018 and 6/30/2018, it was noted that not all animal encounters have been properly addressed as evidenced by: our office visually confirming the animal status following quarantine in only 54% of cases; receiving current vaccination records to properly release animals from quarantine in only 60% of cases; and offering no follow-up to bite victims in the 20% of cases in which we recommended post-exposure prophylaxis. Though rare, rabies is a fatal, yet easily preventable disease in humans when proper reporting, investigation and medical intervention occur in a timely fashion. By improving PCHD processes we will be better able to protect our animal bite victims and the community at large.</p>			
Team Sponsor: Joseph Diorio, Health Commissioner		Target Division/Process Improvement Area: Nursing and Environmental Health	
Performance Improvement AIM (Mission): Review current animal bite investigation process. Revise and update as needed to inform and engage stakeholders regarding animal bite reporting, data and prevention.			
Strategic Alignment: 1.2.4 Initiate quality improvement projects which lead toward CQI for the agency. 2.4.2 Conduct gap analysis for data currently collected and used by programs to inform stakeholders. 5.2.1 Collaborate with community stakeholders to promote healthy communities and expansion of immunizations, and other appropriate agency services.			
Team Members:		Roles and Responsibilities:	
1. Kevin Watson		Leader	
2. Philesia Condor		Member	
3. Dan Robinson		Member	
4. Lynette Blasiman		Member	
5. Susan Forgacs		Member	
Scope (Boundaries)/Team Authority: Team has authority to engage internal & external stakeholders to provide evidence toward Performance Improvement. Team has authority to use a Kaizen event. Team has authority to revise processes and procedures, allocating internal & external resources as deemed needed, within acceptable fiscal limits as defined by management.			
Customers (primary and other):		Customer Needs Addressed:	
1. Bite victims		Proper medical attention/health, Education/information	
2. Animal Owners		Proper instruction of requirements, Education/information	
3. Reporters (Veterinarians, Health Care Providers)		Education/information, forms, training on reporting/treatment	
4. Dog Warden		Shared information, collaboration	
5. PCHD Staff		Policies/procedures, Training, Education/information	
Objectives: SMART - Specific, Measurable, Achievable, Relevant, Time-Framed			
<p>1. PCHD will revise animal bite/rabies prevention protocol to include improved processes and updated report form, letters, and educational material by 10/12/18.</p> <p>2. PCHD will increase accountability and success of the animal bite/rabies prevention program by revising the report form to include dating and initialing of activities, creating a shared Excel tracking database for all program activities, and creating a standardized case numbering system and F drive folder location system for housing all relevant documentation by 10/12/18.</p> <p>3. PCHD will complete outreach education and distribution of revised report form and educational materials to reporters by 10/31/18.</p> <p>4. PCHD will increase observation of domestic animals involved in bite incidents following quarantine from 54% to 80% within the first full quarter of implementation of the revised process.</p> <p>5. PCHD will increase receipt of current vaccination records to properly release animals from quarantine from 60% to 80% within the first full quarter of implementation of the revised process.</p> <p>6. Post-exposure prophylaxis will be recommended as indicated in 100% of applicable cases, and PCHD will follow-up to encourage PEP completion within 1 week of recommendation in 100% of relevant cases.</p>			
Improvement Theory: If education and outreach to bite/exposure victims, animal owners, and reporters is strengthened; and forms, letters, and protocols are updated to ensure accountability of proper actions; then PCHD will achieve greater success with the animal bite investigation program and thus improved rabies prevention and protection of the community.			
Success Metrics (Measures): Completion of all animal bite/exposure database data-points as applicable % of animals observed by our office following the 10 day quarantine period % of cases released from quarantine following receipt of current vaccination status			
PDSA Timeline:		Projected Date Completed:	Actual Date Completed:
<p>Plan: Create a current-state process map of the animal bite/rabies exposure investigation process; Analyze process map and additional data to determine areas in need of improvement and prioritize areas needing greatest focused efforts; Develop specific goals to accomplish toward process improvement and longer-term success.</p>		9/26/18	9/24/18

Do: 1. Create revised protocol; educational materials, revised forms and letters; and a tracking spreadsheet for activities. 2. Implement new process and materials 3. Distribute materials & provide education to reporting entities.	1. 10/12/18 2. 10/15/18 3. 10/31/18	1. 10/15/18 2. 10/15/18 3.
Study: 1. Assess staff usage of new materials and success of protocol and tracking efforts. 2. Review data for achievement of Objectives targets following first full quarter of implementation in 2019	1. 11/30/18 2. 3/31/19	1. 2.
Act: Review assessment, tracking, and data for any changes needed to protocol, forms, education, etc. Complete revisions as needed.	4/ 30/19	
Considerations (Assumptions/Constraints/Obstacles/Risks): OAC and ORC, manpower limitations, legal and enforcement options, focus on proper response to protect health of victims.		
Needed/Available Resources: Existing forms, policies, letters; consultation with partners and other HDs; data regarding past animal bite cases; assessment/meeting materials (mapping paper, markers, colored post-its, surface pro and projector) and private off-site meeting location		
Meeting Frequency/Duration & Team Member Time Commitments: Kaizen: 9:00-4:00, September 17, 18, 24, 25, 26; additional work as needed beyond.		
Communication Plan (Who, How, and When): Charter and storyboard will be shared with staff and posted on agency website; updated materials and protocol will be shared on F drive; new forms and educational information will be distributed to community partners/reporters; tracking of program activities will be updated routinely and available to all associated staff, as well as all staff via F drive access; relevant program staff will receive education on new practices, and updates as needed.		