

Multi-State Learning Collaborative III
Lead States in Public Health Quality Improvement

Site Visit Guidance

What is the purpose of the site visits?

The site visits can provide each state with an opportunity to:

- Convene stakeholders and showcase quality improvement efforts/projects to national partner organizations and other MLC-3 participants
- Gain buy-in from stakeholders and local leaders
- Foster a cohesive relationship among state and local health departments and partners
- Get feedback and support from the site visit team
- Learn about the work being done in other MLC-3 states

States that joined the MLC in its second phase (MLC-2) or third phase (MLC-3) may find the site visit an opportunity to bring together local stakeholders, leaders and project participants to kick-off their efforts and demonstrate the national interest in their work. These states should plan on the visit lasting one-full day (approximately 8:30 a.m.- 3:30 p.m.) and may choose to have the site visit before or after another scheduled event (e.g., an in-state training).

States that have participated in the MLC since the first year (MLC-1) have the option to have a full day visit as noted above or may choose instead to invite site visitors to participate in an activity/event that is already planned within the state (e.g., training, a collaborative meeting, etc.).

NNPHI staff is available to work with each state to help them determine the best plan for their site visit.

How do I choose a location?

Ideally the site visits take place at a location where QI efforts are taking place (i.e. a local health department). Other items to consider include ease of travel for in-state attendees (partners, stakeholders) and proximity to an airport for out-of-state visitors

Who do I invite?

Please try to have local and state representation and consider inviting key stakeholders and leaders, including your senior state health official, to the meeting. Please also include project partners and other persons whose buy-in is important.

Who else can I expect to attend?

In addition to those invited from within your state, you can expect 3-4 NNPHI representatives (staff and consultants). Additional participants may include: 1 RWJF representative, 1-2 representatives from each partner organization (NALBOH, NACCHO, ASTHO, PHAB), a representative from the MLC-3 evaluation team, and representatives from other MLC-3 participant states.

How long will the site visit last?

Generally the site visits begin at 8:30 am and end by 3:30 pm to allow out-of-town attendees time to return to their respective destinations.

What will we do during the meeting?

Each state will be responsible for putting the site visit agenda together based on mutually agreed upon objectives for the visit. NNPHI staff and consultants are happy to assist you with developing the

agenda. Please make sure to focus on providing a thorough update on your MLC-related efforts. Also, please include some time at the end of the meeting for open discussion. See *page 3 of this document for example agendas from a few site visits that were held during MLC-2.*

What materials should I prepare?

It is very helpful if you can provide site visitors with a list of attendees as well as any hard copy materials that display your work and will help illustrate your efforts.

Can I attend the site visits of other states?

Yes. Each MLC-3 state will have the opportunity to attend 3 site visits. Each state can decide how to distribute the 3 different visits. You may send 1 representative to 3 separate states, or if you have a strong interest in one particular state you may want to send 2 representatives to that state. We recommend that you visit at least two different states.

What else do I need to know?

You will be asked to provide a draft agenda (or an outline of activities) about four weeks prior to the site visit date and the Information Form (available [online](#)) six weeks prior to the site visit date. This will allow enough time for potential visitors to review the agenda and determine whether or not they will attend.

You will be asked to help identify a hotel for site visitors as well as transportation from the hotel to the site visit location.

On the night prior to the site visit, NNPHI staff will try to coordinate an informal dinner close to the hotel for site visitors provided that enough people arrive early and express interest. You are more than welcome to attend this dinner, but are under no obligation.

Sample/Previous Agendas

Multi-State Learning Collaborative - Site Visit June 6, 2007 - Proposed Schedule

**Location: AM – Tacoma-Pierce County Health Department
PM - Thea's Landing (Downtown Tacoma)**

Coffee and morning refreshments will be provided

8:30–9:00 Welcome and Introductions

9:00-11:30 Local Health Department QI Efforts

- Tacoma Pierce County Health Department - presentation on QI council and implementation
Cindan Gizzi (Tacoma-Pierce County Health Department)
- Grant County – Improvement processes regarding Latent Tuberculosis
- Spokane County Health Department - Business Process Analysis
- Thurston County – Business Process Analysis and Children and Family Project

11:00-11:30 Travel to afternoon location and break

Noon Lunch provided

1:00-2:00 Meet with Mary Selecky, Secretary, and Bill White, Deputy Secretary
(Washington State Department of Health)

- DOH QI Efforts
Susan Ramsey (Washington State Department of Health)
- Quality Improvement Plan
- GMAP, Healthmap

2:00-3:00 Local Public Health Indicators
Lyndia Vold (Spokane Regional Health District)

3:00–4:00 Consultations, collaborative, overall standards processes
Marni Mason (MCCPP HealthCare Consulting)

4:00 – 5:00 Services for Children and Families
Kasey Langley (Organizational Research Services)
Debra Ahren (Thurston County Health Department)
Lorrie Grevstad (Washington State Department of Health)

**North Carolina Accreditation Learning Collaborative
Multi-state Learning Collaborative 2: NC Site Visit
Wednesday, June 20, 2007
Crabtree Marriott, Raleigh, NC**

DRAFT AGENDA

Site Visit Goals

1. To provide information on the accomplishments and challenges of the NC Accreditation Learning Collaborative Multi-state Learning Collaborative 2 projects.
2. To foster dialogue among attendees on the projects that relate quality improvement to accreditation.

8:00 am	Welcome and Introductions Review Agenda NC Accreditation: Keys to Success, Focus on Quality	(Baker, Thielen, Brewer)
8:30 am	North Carolina Association of Local Health Directors Accreditation Committee Brief Meeting on Re-Accreditation	(Rouse)
9:15-10:45 am	Local Health Director Roundtables Benefits of Accreditation Time and Effort to Prepare for Accreditation How Accreditation Fosters QI	(Rouse)
10:45-11:00 am	Break	
11:00-12:30pm	MLC 2 Projects: State Accreditation Process and Evaluation Results Performance Improvement Plan	(Reed, Pavletic, Davis)
12:30-1:30pm	Lunch**	
1:30-2:45 pm	MLC 2 Projects Updates, Challenges, Successes (NC Collaborative) QI training for local health departments Model Practices project Fostering QI related to Accreditation	
2:45-3:00pm	Break	
3:00-3:30 pm	MLC 2 Projects Updates, Challenges, Successes Accreditation Road Map: Providing Technical Assistance	
3:30-4:00pm	Discussion and Questions	(Thielen)
4:00pm	Adjourn for Site Visit	
4:00-5:00pm	Information Sessions on NC State and Local Accreditation Systems**	

***These sessions will provide optional opportunities for attendees to learn more about the North Carolina Local Health Department Accreditation program and the North Carolina state accreditation process.*

Quality Improvement (QI) in the Context of
Assessment or Accreditation Programs
MLC-2 Michigan Site Visit: August 17, 2007 • Flint, Michigan

AGENDA

- 7:45am **CONTINENTAL BREAKFAST**
- 8:00-8:10am Welcome Bobby Pestronk & Jean Chabut
- 8:10-8:20am Introductions, Agenda Review, Site Visit Goals Rebecca Head
- 8:20-8:30am Michigan Local Public Health Accreditation Program Overview Debra Tews
- 8:30-8:45am MLC-2 Focus on QI: The Ten MLC States Lee Thielen
- 8:45-9:10am MLC-2 Focus on QI: Michigan's Approach Jim Butler
- Michigan MLC Structure (Steering Committee and MACQIC Project Team) & Partners
 - RFP to 4 Pilot LHDs (P&D and OP Definition)
 - Training, Funding, & Timeline
 - Deliverables, Year End Showcase Presentations, and The Collaborative Learning Module
- 9:10-9:30am **BREAK**
- 9:30-10:45am Implementing QI and Strengthening Org. Capacity: Works in Progress Marti Kay Sherry
- Introduction of MACQIC Project Team
 - Pilot LHD Presentations
- 10:45-11:00am Site Visitors' and Attendees' Reaction, Input, Comments, Questions
- 11:00-11:30am How Michigan Is Leading the Way to the Future of Public Health Stacy Baker
- 11:30-11:45am Site Visitors' and Attendees' Reaction, Input, Comments, & Questions
- 11:45-1:00pm **LUNCH**



Quality Improvement (QI) in the Context of Assessment or Accreditation Programs MLC-2 Michigan Site Visit: August 17, 2007 • Flint, Michigan

1:00-1:45pm Pilot Health Officers' Dialogue on QI
Mike Mortimore, Lisa Stefanovsky, Bobby Pestronk, Cathy Raevsky Moderator:
Rebecca Head

- Why did your agency apply?
- Why is QI important to your LHD?
- How will you use what is learned in MLC-2?
- How will the effort be sustained?

1:45-2:00pm Site Visitors' and Attendees' Reaction, Input, Comments, & Questions

2:00-2:45pm Health Officer Roundtable Moderator: Steve Tackitt

- What are the benefits of Accreditation?
- How do you prepare your agency for Accreditation?
- How does QI fit with Accreditation?
- What are/were your biggest Accreditation challenges?
- What are your concerns with Accreditation or QI processes?

2:45-3:00pm Site Visitors' and Attendees' Reaction, Input, Comments, & Questions

3:00pm Closing Remarks Lee Thielen and Jim Butler

