



# Virginia Department of Corrections CQI Public Meeting 16 December 2022 at 2:00 P.M.

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In Person Meeting  
Location: 6900 Atmore Drive  
Richmond, VA 23225

## Agenda/Minutes:

- I. Call to order
- II. Roll Call of Committee Members
  - a. Committee members present: A. Wyatt; R. Provau; M. Amonette; A. Brennan; S. Herrick; D. Malone; M. Cary; T. Fuller; J. Walters
  - b. Committee members absent: H. Ray
  - c. Public: None
- III. New Business
  - a. VADOC HSU Continuous Quality Improvement Criteria – Presentation by Distarti Whitehead
    - i. Presentation available at: [Reports and Publications — Virginia Department of Corrections](#)
  - b. VADOC HSU Institute for Healthcare Improvement-Improve Health and Health Care Worldwide- Presentation by Phyllis S. Turner
    - i. Presentation available at: [Reports and Publications — Virginia Department of Corrections](#)
  - c. S. Herrick made a motion to enter the presentations into the record and post on DOC website, which was seconded by T. Fuller. With no further discussion, the Committee voted 9-0 in favor.
- IV. Actions for next quarter
  - a. Recommend to bring forward facilities undergoing ACA audit within the last quarter and report out an evaluation of healthcare outcomes.
  - b. S. Herrick made a subsequent motion which was seconded by A Wyatt. With no further discussion, the Committee voted 9-0 in favor.

With no comments and there being no further business, the Committee adjourned at 2:34PM.



# Health Services Unit CQI Criteria

By: Distarti Whitehead RN, MSN/Ed  
Quality Improvement Specialist

# Objectives

Review the Law

ACA Health Care Outcomes

# CQI Law

## *§ 53.1-17.1. Continuous quality improvement committee; report.*

*The Director shall establish a health care continuous quality improvement committee, which shall be composed of the Director, or his designee, and at least one of each of the following: a health services director, physician, nurse, dentist, mental health director, pharmacist, psychiatrist, specialist in infection control, and grievance counselor employed by the Department. The committee shall (i) identify appropriate criteria for evaluation of the quality of health care services provided by the Department, (ii) monitor and evaluate the quality of health care services provided by the Department utilizing the criteria identified, and (iii) develop strategies to improve the quality of health care services provided by the Department.*

# ACA Health Care Outcomes

28 outcome measures divided into 4 sections 1A, 2A, 3A and 4A  
Measures various aspects of care during a twelve month period

# ACA Health Care Outcomes

Standards:

- 1A- Infection Control/ Chronic Care Conditions
- 2A- Staffing and Training
- 3A- Grievances
- 4A- Quality Assurance/Mortality

# Evaluation

Using the ACA audit schedule for the current year:

- Facilities scheduled for ACA audits during the quarter will be chosen
- Outcome measure data will be presented to the CQI committee

# References

DOC Virtual Library (n.d.) *Standards for Adult Correctional Institutions Fifth Edition-2019*. Retrieved from [https://docnet/VirtualLibrary\\_v1Table\\_of\\_Contents/ACA\\_Crosswalks2021.htm](https://docnet/VirtualLibrary_v1Table_of_Contents/ACA_Crosswalks2021.htm)





# Institute for Healthcare Improvement (IHI)

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IMPROVE HEALTH AND HEALTH CARE WORLDWIDE

December 16, 2022

Phyllis S Turner RN, MSNED, NPD-BC, CMSRN

Health Services Trainer and Instructor III



1991  
IHI

1997  
The National Patient Safety Foundation

1999  
*"To Err is Human"*  
*Institute of Medicine Report*

2000 to 2016  
Collaboration  
Redesign of Healthcare  
Care for Populations  
Health Care & Health  
**IHI Open School Launches (2008)**

2017  
**IHI and the National Patient Safety Foundation merge,** pledging to reset and re-energize the patient safety agenda



**IHI Open School**

**Over 700,000  
Learners**

**IHI**

**15 years**

More than 1000  
organization and  
universities use the courses  
in training programs and  
curriculum



# IHI Open School

Over 30 self-paced online courses in quality improvement and patient safety

The Basic Certificate in Quality and Safety, consists of 13 courses

Faculty guide and teaching resources



Subscription 50  
seats  
IHI Open School

Formed 6  
Learning Teams

49 Individuals  
will earn the  
Basic Certificate  
in Quality and  
Safety

# Improvement Capability

Introduction  
to Health  
Care  
Improvement

How to  
Improve with  
the Model for  
Improvement

Testing and  
Measuring Changes  
with PDSA Cycles

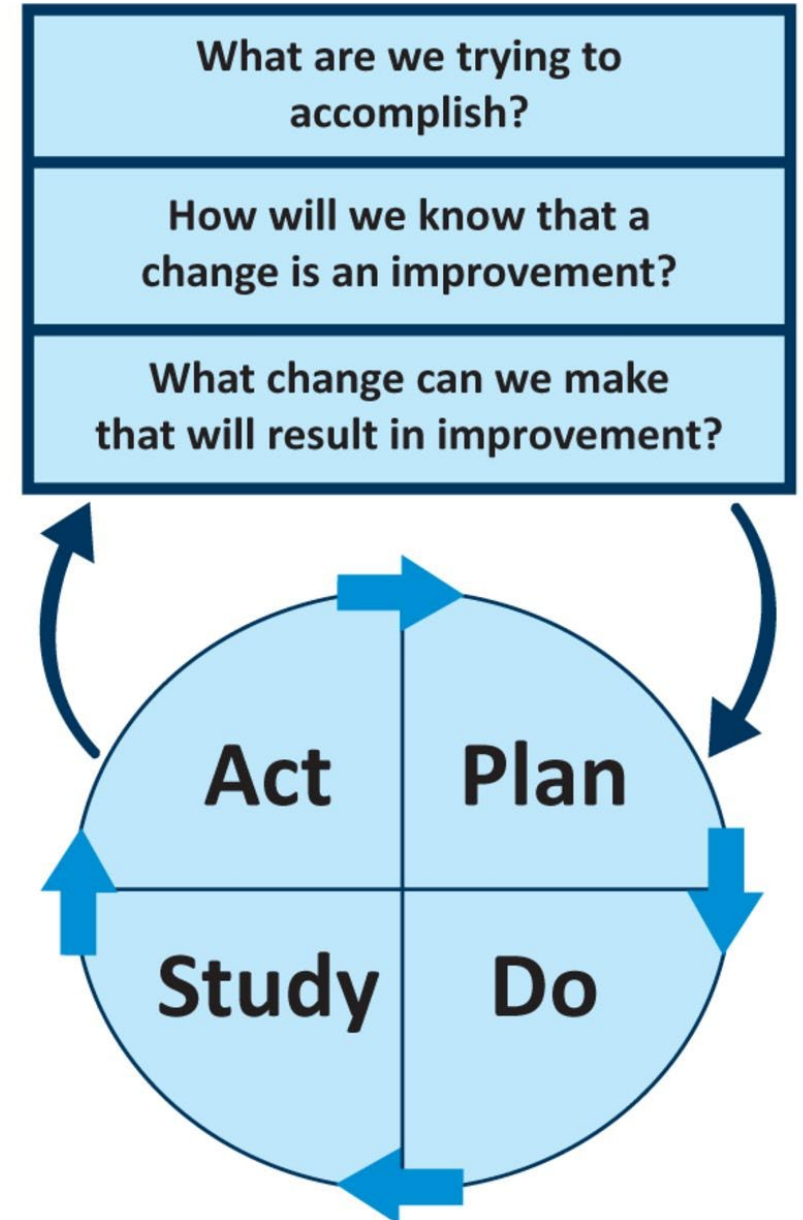
Interpreting  
Data

Leading  
Quality  
Improvement

# The Science of Improvement

An applied science that emphasizes innovation, rapid-cycle testing in the field, and spread in order to generate learning about what changes, in which contexts, produce improvements

## Model for Improvement



# Patient Safety

Introduction  
to Patient  
Safety

From Error to  
Harm

Human  
Factors and  
Safety

Teamwork and  
Communication

Responding  
to Adverse  
Events





Fair and supportive treatment of staff, patients and families

Organizational commitment to just culture

**Just Culture**

Critically reviewing, sharing and acting on recommendations

High quality investigations with learning for safety as the goal

## Triple AIM For Populations

- Improve the patient experience
- Improve health of populations
- Reduce per capita costs of health care

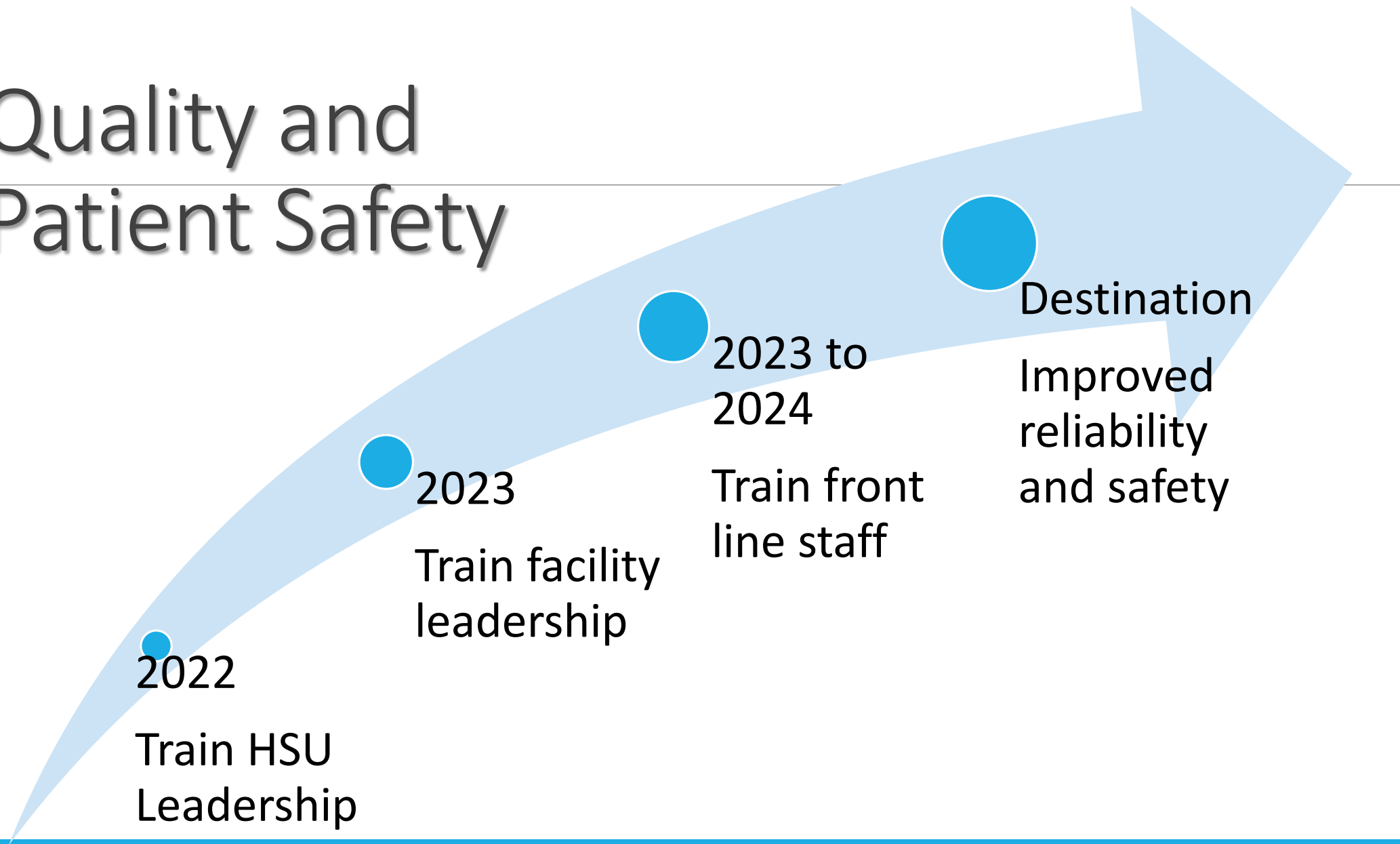
## Patient and Family Centered Care

- Patient-Provider Partnerships for Health
- Understanding Patients as People
- Skills for Patient-Provider Partnerships

## Health Care Leadership

- What Makes a Leader
- Practical Skills for Leading Teams
- Strategies to Sustain Your Leadership Journey

# Quality and Patient Safety



# References

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## IHI- Vision, Mission, and Values

- <https://www.ihi.org/about/pages/ihipvisionandvalues.aspx>

## IHI Open School Online Courses Curriculum

- <https://www.ihi.org/education/ihi-open-school/Pages/Curriculum.aspx>

## About IHI

- <https://www.ihi.org/about/Pages/default.aspx>