Identifying Statewide Quality Improvement
Opportunities in Maternal & Child Health Datasets
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Process

Training in basic quality improvement (QI) methods by the Institute of Health Care Improvement.  
Interview with Administrator of the MCH Section at the NH Division of Public Health Services (NH DPHS).  
Comprehensive literature research regarding previous completed and successful QI projects to prepare for interview.  
30-minute interviews were conducted through zoom or telephone with program manager.  
Interview information was analyzed and discussed with leadership mentor to identify feasible QI project.  
Follow-up interviews were conducted to further refine QI project opportunity and gain program manager approval.  
A comprehensive document summarizing each QI project was created to recruit future LEND trainee to assist in project.  
Review each document with LEND director for project approval.

Purpose

This project, lead by LEND trainee, is aimed to identify statewide quality improvement opportunities in maternal & child health (MCH) datasets to give MCH programs the opportunity to have a future LEND trainee assist and take a leadership role in a QI project.

Background

- The New Hampshire Department of Health and Human Services (NH-DHHS) provides services to individuals, children, families and seniors, and administers programs with the mission to support and protect the health and well-being of NH citizens.
- The MCH Section, within NH-DHHS, strives to improve the health of mothers, children and families by improving access and availability of preventative and primary health care.
- Similarly, the NH-ME LEND program provides special training to develop leaders that will enter the field of maternal and child health with the goal to improve the lives of children with neurodevelopmental disabilities and their families.

What Is Quality Improvement?

- Quality improvement (QI) is a systematic, formal approach to analyze performance with the goal to implement change that will improve overall performance.
- Continuous quality improvement (CQI) is a critical component to assure program compliance with current evidence-based research and standards of practice.

Goal

- The goal is for the trainee to take a leadership role in this QI project to identify areas of change that may lead to an improved survey response rate.

Goal

- The goal is for the trainee to take initiative in a current quality improvement project that is in need of more leadership.

Goal

- LEND trainee will take an active leadership role to develop a strategic plan for improving the timing of diagnoses within the EDHI program.

Leadership experiences

- Taking initiative in scheduling meeting using outlook calendar
- Improved communication skills and confidence when communicating with other professional leaders such as program managers and directors
- Improved planning skills for preparing to meet with other professionals to assure meeting is short, to the point and beneficial to all parties

Project Outcomes

Pregnancy Risk Assessment Monitoring (PRAMS)

PRAMS works to help reduce infant mortality and low birth weight through survey collection on maternal attitudes, behaviors and experiences.

Problem Identified

Currently the PRAMS program in NH is experiencing declining response rates to survey.

Opportunity for QI Project:
- LEND intern will develop a QI plan to increase survey response rates to drive performance improvement within the program.
- Trainee will interview program managers across the country to identify what system each state uses to retain survey responses and which ones are successful.

Goal

- The goal is for the trainee to take a leadership role in this QI project to identify previous completed and successful QI projects to prepare for interview.

Goal

- The goal is for the trainee to take a leadership role in this QI project to identify feasible QI project.

Goal

- LEND trainee will take an active leadership role to develop a strategic plan for improving the timing of diagnoses within the EDHI program.

Skills Learned

- Improved literature review skills including exploring new  databases, refine searches and learning and improving ability to abstract important information from research article and summarize
- Increased knowledge of MCH and various MCH programs
- Development of critical thinking skills to conceptualize a new project during and after interviews
- Received QI training and gained solid foundational knowledge about QI (unknown topic prior)

Thank You

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