



National Association of County & City Health Officials

*The National Connection for Local Public Health*

## **NACCHO Compendium of Quality Improvement Training Resources**

### **About the training compendium**

NACCHO created the compendium in response to demand for free quality improvement (QI) training resources for staff at local health departments (LHDs). We make our best effort to collect resources from national, state, and local partners that health departments can use to train staff and leadership on many different aspects of quality improvement. These resources include webinars, self-paced courses, and training tools of varying lengths, all available free of charge. Please email [mmayer@naccho.org](mailto:mmayer@naccho.org) to report a broken link or to suggest resources that may be good additions to the compendium.

The table below lists the name of the resource, its sponsor, and a brief description of the resource.

Some trainings are designated as “just-in-time” resources: short videos, games, and tools to teach QI skills to staff. Just-in-time trainings can be completed in 30 minutes or less and are intended to help general staff refresh or learn new skills.

In addition, the compendium is labeled by audience:

- General staff: Trainings that are appropriate for staff who participate in QI projects but are not part of the QI council
- QI leaders: Trainings that are appropriate for staff who conduct QI trainings and lead QI projects. Trainings for QI leaders address topics such as designing QI infrastructure, developing internal leadership and promoting teamwork and collaboration, and include topics such as writing a QI plan, assembling QI teams, motivating people and explaining the value of QI.
- LHD leadership: Trainings that address high-level concepts at the agency leadership level such as writing a QI plan, understanding the value of QI, and assessing your organizational culture of quality.

The trainings are classified according to the [six foundational elements](#) of NACCHO's Roadmap to a Culture of Quality (QI Roadmap):

- **Leadership Commitment:** Trainings on obtaining leadership support and managing change
- **Continuous Process Improvement or Continuous Quality Improvement (CQI):** Trainings on Lean, Six Sigma, and Plan-Do-Check-Act or Plan-Do-Study-Act (PDCA or PDSA) cycles and the tools used to facilitate CQI
- **QI infrastructure:** Trainings on the three main components of a strong QI infrastructure: **Performance Management (PM) System, PM/QI Council, QI Plan**
- **Teamwork and Collaboration:** Trainings on forming QI teams, drafting team charters, and communicating QI projects across departments
- **Customer Focus:** Trainings on assessment of internal and external customer needs to drive improvement efforts
- **Employee Empowerment:** All trainings can be considered resources to support employee empowerment

Name	Sponsor	Audience	Foundational elements	Description
<a href="#">Basics of Quality Improvement for Public Health Practitioners</a>	Empire State Public Health Training Center/NYS Department of Health	General staff	CQI	This tutorial provides the basics of QI and how it fits into the Performance Management Framework.
<a href="#">Building a Healthy Community Game</a>  <a href="#">Building a Healthy Community Facilitation Guide</a>	Boston Public Health Commission	General staff	CQI	This game developed by Boston Public Health Commission allows to allow staff to apply QI principles in a fun, hands-on way and within a public health context.
<a href="#">Customer Satisfaction in Public Health: An important part of your quality journey</a>	PHQIX	QI leaders	Customer Focus	This webinar defines common terms and describe important activities related to customer satisfaction, explores customer satisfaction through the lens of two local health department examples, and reviews available resources.
<a href="#">Embracing Quality in Public Health</a>	Michigan Public Health Institute	General staff	QI Infrastructure: PM system	This is a free, self-paced online training on performance management. It takes approximately 1 hour to complete and offers a certificate of completion.
<a href="#">Engaging Senior Leadership in Your QI Work</a>	PHQIX	QI leaders	Leadership Commitment	This webinar presents ten strategies for engaging leaders in your QI work and key takeaways for daily QI leadership.

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<a href="#">Finding Public Health game</a>  <a href="#">Finding Public Health Facilitation Guide</a>	Boston Public Health Commission	General staff	CQI	<p>A game for employees to practice improvement cycles, developed by Boston Public Health Commission. See accompanying "Finding Public Health Game" facilitation guide.</p> <p><b>Just-in-time training</b></p>
<a href="#">IHI "Science of Improvement on a Whiteboard" free video series</a>	Institute for Healthcare Improvement	General staff	CQI	<p>This video collection contains introductory or refresher QI trainings teaching the model for improvement, PDSA, run charts, control charts, Pareto charts, and related concepts.</p> <p><b>Just-in-time training</b></p>
<a href="#">Maricopa County DPH Quality Improvement basics training materials</a>	Western Region Public Health Training Centers & Maricopa County Department of Public Health	General staff	CQI	<p>This Quality Improvement Basics materials include an outline for a 2-hour, interactive staff training with group discussion and activities, video and slide presentations. The training allows participants to learn about QI and their own role with QI success.</p>
<a href="#">NACCHO Performance Improvement Curriculum</a>	NACCHO	LHD leadership, QI leaders	CQI, QI Infrastructure: PM system, Teamwork and collaboration	<p>NACCHO's performance improvement (PI) curriculum is designed to help LHD staff implement PI practices and standards within their health departments. This curriculum will allow staff to understand and recognize the value of PI, leading to improved LHD performance and overall public health practice.</p>
<a href="#">NACCHO Performance Improvement webinars</a>	NACCHO	LHD leadership, QI leaders	All	<p>NACCHO's QI and Accreditation Preparation Webinar Series provides periodic webinars as part of NACCHO's continued commitment to QI and preparing LHDs for national accreditation.</p>

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<a href="#">Ohio State University online QI training: QI Fundamentals</a>	Ohio State University (OSU) College of Public Health	General staff	CQI, QI infrastructure, Teamwork & collaboration	This online self-study course provides the fundamentals of CQI. This course was developed for public health agencies and their partners. This course consists of three modules: Introduction and Principles of CQI; Problem-Solving PDSA; CQI Project Selection and Teams.
<a href="#">Operationalizing Quality Improvement in Public Health</a>	Midwest Center for Life-Long Learning in Public Health	General staff	Teamwork and collaboration, CQI	This self-paced course introduces QI principles, tools and best practices as a way to help integrate QI in the daily work of public health professionals. It presents a client-centered model with four main components: writing an AIM statement, establishing measures, developing change strategies, implementing the PDSA cycle.
<a href="#">Paving Your Way to Improvement: Using NACCHO's QI Roadmap</a>	NACCHO	LHD leadership, QI leaders	All	This NACCHO webinar describes the foundational elements of a culture of quality and walks through NACCHO's tools to assess an organization's culture of quality.
<a href="#">PDSA by spinning coins</a>	Institute for Healthcare Improvement	General staff	CQI	This short video teaches the PDSA cycle to beginners using a fun, interactive game. <b>Just-in-time training</b>
<a href="#">PDSA Cycles: From CLABSIs to Cucumbers</a>	Institute for Healthcare Improvement	General staff	CQI	This short video walks through the four stages of a PDSA cycle and covers key concepts for implementing a PDSA project. <b>Just-in-time training</b>

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<a href="#">PHQIX webinars and videos</a>	Public Health Quality Improvement Exchange (PHQIX)	QI leaders	All	This series of webinars features subject matter experts and stories from the field discussing topics such as engaging leadership in QI work, implementing successful QI projects, QI councils, PM systems, Kaizen, and Lean.
<a href="#">QI Plans: A how-to guide</a>	Minnesota Department of Health	LHD leadership, QI leaders	QI infrastructure: QI Plan	This webinar defines QI and a quality culture and describes characteristics of a good QI plan, using examples from local health departments.
<a href="#">QI Quickguide</a>	Public Health Foundation (PHF)	QI leaders, general staff	CQI	<p>The QI Quickguide consists of a web-based Guide to QI and a PDCA Tutorial, both of which provide a gateway to hundreds of resources in PHF's <a href="#">Public Health Improvement Resource Center</a>.</p> <p><b>Just-in-time training</b></p>
<a href="#">Quality Improvement in Public Health: It's Not Just Another Program</a>	Northwest Center for Public Health Practice	QI leaders, LHD leadership	Leadership commitment, QI infrastructure: PM system	This webinar provides an overview of QI and PM, how to build agency capacity for QI and a culture of quality, and the linkage between QI and public health accreditation standards.

Name	Sponsor	Audience	Foundational elements	Description
<a href="#">Quality Improvement Series</a> <a href="#">Instructional videos on Youtube</a>	Western Region Public Health Training Centers	General staff	CQI	<p>This series uses short instructional videos to illustrate various QI tools. Videos can be used alone or together as an instructional series. Videos cover: Affinity Diagrams, Brain Writing, Fishbone Diagrams, Histograms, Pareto Chart, Workplace Refocus, Radar Charts, Scatter Diagrams, Force Field Analysis, Prioritization Matrices, Run Chart</p> <p><b>Just-in-time training</b></p>
<a href="#">SMART objectives</a>	Minnesota Department of Health	General staff	QI Infrastructure: PM system	Guidance on SMART objectives, including a 30-minute video introduction to writing goals and smart objectives.
<a href="#">Step-by-step QI videos</a>	Population Health Improvement Partners	QI leaders, general staff	CQI, Teamwork and collaboration	<p>These self-guided, virtual learning resources teach improvement basics and provide tools and templates as well as case studies to help you learn and apply improvement concepts to your work.</p> <p><b>Just-in-time training</b></p>
<a href="#">Targeting Improvement with AIM Statements</a>	Empire State Public Health Training Center/NY Department of Health	QI leaders, general staff	CQI	A one-hour webinar introduces the concept of using Aim statements to target improvement.
<a href="#">The PDCA Cycle for Change Leaders and Handling Change Resistors</a>	National Network of Public Health Institutes (NNPHI)	QI leaders	Leadership commitment	This webinar aims to address some of the behaviors that change leaders need to bring about change related to QI, and intends to help participants identify change resistor behaviors and tips to successfully lead change.