



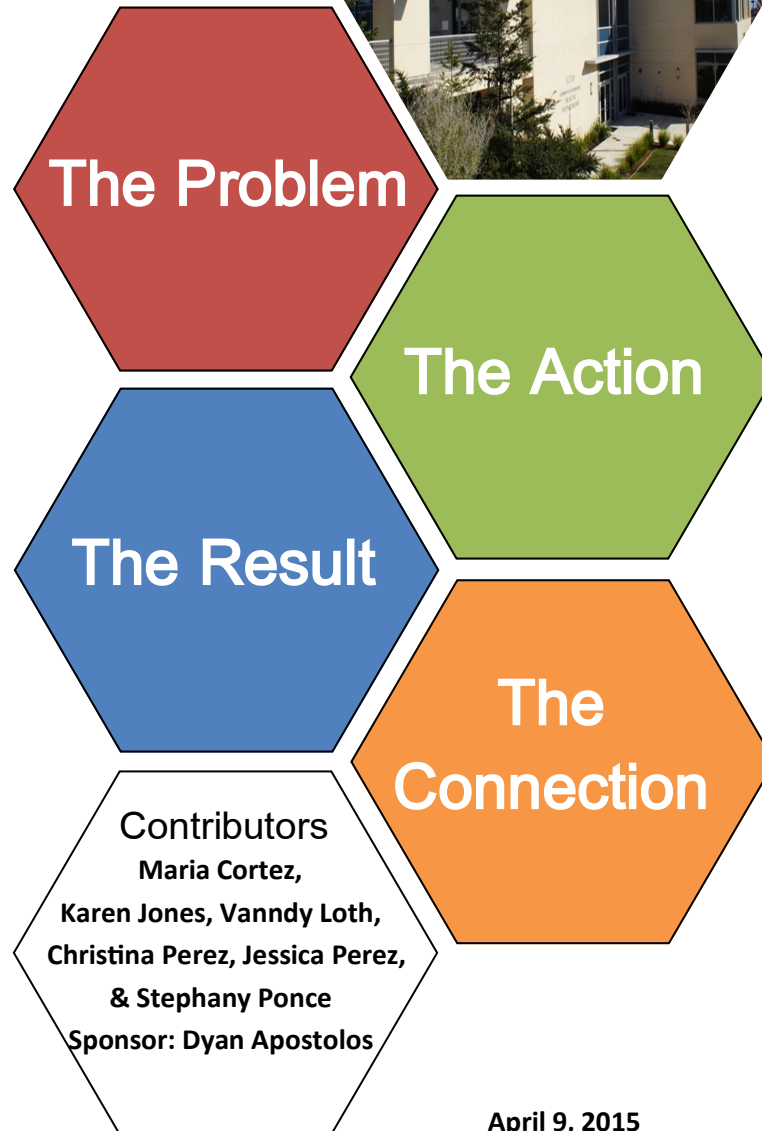
Quality Improvement Success Story

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Public Health Bureau employees unaware of programs and key contact personnel within the Bureau. Decreased knowledge led to missed opportunities for interagency collaboration, referrals, and program coordination.

Posters will be displayed and job aids will be handed out in October 2015 during MCPHB Month. Road showcases are planned for Salinas WIC Office, Salinas CMS office, and Salinas Health Department. QI measures and verbal feedback will be collected and reviewed to reveal increased knowledge of programs within the Public Health Bureau.



The plan is to create 11 program-specific posters to be displayed during Monterey County Public Health Bureau (MCPHB) Month. A trifold job aid with key contacts, program information and locations will be available during the display and on SharePoint.

This QI project reflects # 8 of the 10 Essential Public Health Services: "Assure a competent public and personal health care workforce."

- Increases awareness of the function and purpose of other teams within the PH Bureau
- Facilitates collaboration across teams within the Bureau
- Improves morale of staff by allowing for peer recognition

April 9, 2015