



**PORTAGE COUNTY COMBINED GENERAL HEALTH DISTRICT (PCHD)  
705 OAKWOOD ST, RAVENNA, OHIO 44266**

<b>Team Name:</b> Curbside Crew		<b>Project Title:</b> Curbside Project DAWN Program	
<p><b>Problem / Opportunity Statement:</b> Due to the COVID-19 pandemic and the Ohio Department of Health (ODH) Stay at Home order, Portage County Health District (PCHD) enacted its Continuity of Operations Plan (COOP). Under the COOP, PCHD was not able to provide the Project DAWN program in the traditional way. Townhall II, a partnering agency within the Project DAWN program, provided the Project DAWN program to residents via appointments at their location.</p> <p>The ODH implemented the Stay Safe Order that allowed PCHD to begin seeing customers by appointment only. PCHD needs to provide the Project DAWN program while maintaining the safety of its clients and PCHD staff.</p>			
<b>Team Sponsor:</b> Joseph Diorio, Health Commissioner and Justin Rechichar, Safety Officer under the Incident Command Structure		<b>Target Division/Process Improvement Area:</b> Health Education/Project DAWN Program/Integrated Naloxone Grant	
<b>Performance Improvement AIM (Mission):</b> To provide the Project DAWN program and meet Integrated Naloxone grant objectives while maintain the safety of PCHD staff and Project DAWN clients.			
<b>Strategic Alignment:</b> 1.2.4 Initiate quality improvement projects which lead toward CQI for the agency. 3.5.1 Work with community partners to explore opportunities to promote public health education and agency services. 5.2.1 Collaborate with community stakeholders to promote healthy communities and expansion of immunizations, and other appropriate agency services.			
<b>Team Members:</b>		<b>Roles and Responsibilities:</b>	
1. Ali Mitchell		Leader	
2. Becky Lehman		Team Member	
3. Kat Holtz		Team Member	
<b>Scope (Boundaries)/Team Authority:</b> Project DAWN (Narcan) education and distribution			
<b>Customers (primary and other):</b>		<b>Customer Needs Addressed:</b>	
1. External		At-risk population education and Narcan distribution and safety	
2. Internal		Safety and meeting of grant deliverables	
<b>Objectives: SMART - Specific, Measurable, Achievable, Relevant, Time-Framed</b> Develop process to provide program while maintaining safety of client and staff by August 1, 2020. New/modified process will be complete and implemented by August 15, 2020.			
<b>Improvement Theory:</b> Project DAWN clients can receive overdose response education via phone and through curbside appointments. Project DAWN (Narcan) kits can be distributed curbside.			
<b>Success Metrics (Measures):</b> More clients will receive education and Project DAWN kits through curbside appointments, with a 10% decrease in no-show rates for appointments.			
<b>PDSA Timeline:</b>		<b>Projected Date Completed:</b>	<b>Actual Date Completed:</b>
Plan: Review current procedures. Develop proposed new procedures for providing Project DAWN program while maintaining the safety of staff and clients.		8/1/2020	7/30/2020
Do: Implement new proposed procedure.		8/15/2020	8/14/2020
Study: Gather data on show rates to compare to previous show rates. Evaluate procedure and outcomes.		11/15/2020	12/8/2020
Act: Create formalized procedure. Review monthly.		12/1/2020	Review monthly during COVID-19 response.

		<b>Review after completion of COVID-19 pandemic.</b>
<p><b>Considerations (Assumptions/Constraints/Obstacles/Risks): Safety due to COVID-19 and coming into contact with clients, making sure we had correct PPE to make clients and staff continue the curbside services safely.</b></p>		
<p><b>Needed/Available Resources: Project DAWN trained Staff, Project DAWN kits, signage for designated parking, proper PPE (N95 masks)</b></p>		
<p><b>Meeting Frequency/Duration &amp; Team Member Time Commitments: Making sure staff was available to be in the office with limited time to complete Integrated Naloxone grant deliverables.</b></p>		
<p><b>Communication Plan (Who, How, and When): Initial: Team members will report progress to PCHD Board of Health and ODH grant consultants. Final project storyboard will be completed and posted on PCHD website.</b></p>		

**QI Team Charter**