



"If you want to go fast, go alone – if you want to go far, go together" – African Proverb

RCHC Quality Improvement Peer Network Group Charter

Purpose: To support the design, implementation and evaluation of systematic and continuous actions that promote the Triple Aim and lead to measureable improvement in health care services and population health outcomes across RCHC member community health centers.

Vision: Effective quality improvement includes the following four principles; focus on patients, QI work as systems and processes such as staff competency and peer review, team-based care and data driven strategies. We are committed to rising as a team together as we pursue improvements and develop team strategies.

Values:

- Patient-centered, partners in health
- Equity and social justice in healthcare
- High quality based on Triple Aim concepts
- Innovation
- Transformative relationships based on best practices and sharing information openly
- Life-long Learning
- Population health leading to a healthier community

Goals:

- Align Health Center and RCHC objectives
- Share resources (tools, evidence, contacts, comparison data, etc.) to promote efficiencies across health center QI efforts
- Identify best organizational practices related to QI individuals and teams that promote effective execution of QI initiatives
- Identify and problem solve common challenges, especially those related to data, reporting, communication, and project implementation
- Collaborate to effectively and appropriately integrate consortium-wide objectives with health center QI work
- Assess and address training needs and workforce competencies
- Use data to assess progress as a group and individually
- Enhance communication with RCHC and health center Quality Improvement Leads
- Meeting and sharing resources regularly

Roles and Responsibilities:

- Provide updates to staff about current Evidence-Based Care initiatives and other programs and improvement strategies



Serving Sonoma, Napa, Marin & Yolo Counties

- Active participation in regular QI Peer Network meetings and come prepared for discussions
- Share resources and best practices
- Responsible for dissemination of RCHC programs to home CHC colleagues and staff
- Leader and champion of quality improvement efforts

Mutual Expectations:

- Attend meetings, come prepared, respectfully contribute and stay engaged
- Support each other in quality improvement efforts including sharing resources
- Contribute to creation of agenda

Operating Procedures:

--Team Meetings

- Meet bi-monthly for 1.5 hours at RCHC in Petaluma. The meeting chair will facilitate meetings, authorize agenda and meeting notes. This responsibility will rotate every 6 months (chairing 3 meetings) and RCHC will assist in developing agenda and sending out communications. There will be action items listed on the meeting notes to keep track of agreed-upon actions. A new volunteer chair will be selected at the 3rd meeting.

--Communication

- E-mail is preferred method of communication
- Meeting agendas, PPT presentations, meeting notes and documents will be uploaded to the member only portal within two week. Access the QI Peer Network documents at <http://www.rchc.net/members/>, Enter Population Health and Care Innovation, log in, select GROUP – Quality Improvement for agendas, notes and ppts. For all other shared information, please select ADDITIONAL SHARED PRACTICES AND TEMPLATES. If you need log in information, please contact Michelle Rosaschi at mrosaschi@rchc.net

--Decision-Making

- Consensus is required for all decisions

--Conflict

- We will discuss any conflict and decide as a group if improvements can be made

--Reflection

- Annual Review of group charter