Integrating QI Techniques into the MAPP Process

Quality Improvement (QI) techniques can be used to complete phases in the Mobilizing for Action through Planning and Partnerships (MAPP) process. Communities can use this quick guide, in conjunction with the Public Health Memory Jogger II[1] and The Public Health Quality Improvement Handbook,[2] to complete phases in the MAPP process. Page numbers referencing these resources are found below so communities can learn more about implementing different QI techniques. MAPP Coordinators should consult their partners in determining which QI techniques will work well for their communities.

MAPP Phase 1: Organizing for Success and Partnership Development

- Use a Flowchart that depicts the steps your community will take in the MAPP process. You can develop a flowchart for the entire process and for each phase. (PH Memory Jogger p.56-62)
- Use Sector Mapping to identify the variety of partners from across a broad range of sectors to engage in planning and conducting the MAPP process. (PH QI Handbook p. 136-138)
- Use an Activity Network Diagram to create a well-informed MAPP work plan. An Activity Network Diagram will help your community schedule sequential and simultaneous tasks that will be implemented as part of your MAPP process. You can create an Activity Network Diagram for the entire process and for each phase. (PH Memory Jogger p.3-11)
- Use a Gantt chart, a variation on the Activity Network Diagram, to depict the schedule by which your MAPP process will be completed. You can create a Gantt chart for the entire process and for each phase. (PH Memory Jogger p. 9)

MAPP Phase 2: Visioning

- Use Brainstorming to generate ideas for your community's vision. The results of Brainstorming can be the basis for the Affinity Diagram. (PH Memory Jogger p. 19-22)
- Use Affinity Diagrams to generate and organize ideas for your community's vision. (PH Memory Jogger p.12-18)

MAPP Phase 3: Four Assessments

- Use Check Sheets (PH Memory Jogger p.31-35), Control Charts (PH Memory Jogger p.36-55), Histograms (PH Memory Jogger p.66-75), Run Charts (PH Memory Jogger p.125-128), and Scatter Diagrams (PH Memory Jogger p.129-133) to analyze and synthesize quantitative *Community Health Status Assessment* data over time.

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[1] Michael Brassard and Diane Ritter, *The Public Health Memory Jogger II: A Pocket Guide of Tools for Continuous Improvement and Effective Planning* (Salem: Goal Q P C Inc, 2007)

[2] Ron Bialek, Grace L. Duffy and John W. Moran (Eds), *The Public Health Quality Improvement Handbook* (Milwaukee: ASQ Quality Press, 2009)

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- Use a <u>Force Field Analysis</u> during the *Forces of Change Assessment* to identify positive and negative forces that could impact your MAPP process and your community. (PH Memory Jogger p.63-65)
- Use a <u>Radar Chart</u> to analyze *Local Public Health System Assessment* results and identify gaps between current system performance and optimal system performance. (PH Memory Jogger p.121-124)

MAPP Phase 4: Identifying Strategic Issues

- Use <u>Affinity Diagrams</u> to brainstorm strategic issues. (PH Memory Jogger p.12-18)
- Use a <u>Fishbone Diagram</u> to analyze data from the four MAPP assessments and to identify root causes of public health problems in your community. (PH Memory Jogger p.23-30)
- Use an <u>Interrelationship Digraph</u> to systematically analyze data from the four assessments and identify cause and effect relationships. (PH Memory Jogger p.76-84)
- Use <u>Matrix Diagrams</u> to analyze the strength of associations found in assessment data.
- Use <u>Nominal Group Technique</u> (PH Memory Jogger p.91-94) and <u>Prioritization Matrices</u> (PH Memory Jogger p. 105-115) to prioritize strategic issues.
- Use a <u>Radar Chart</u> to identify gaps between your community's current status, as defined by the four assessments, and the major elements outlined in your community's vision; strategic issues should reflect what needs to be done in order for your community to go from its current reality to its vision. (PH Memory Jogger p.121-124)

MAPP Phase 5: Formulating Goals and Strategies

- Use <u>Tree Diagrams</u> to identify strategies and actions associated with community goals. (PH Memory Jogger p. 140-148)
- Use <u>Nominal Group Technique</u> (PH Memory Jogger p.91-94) and <u>Prioritization Matrices</u> (PH Memory Jogger p. 105-115) to select strategies for implementation.

MAPP Phase 6: Action Cycle

- Use <u>the SMART approach</u> to writing objectives. (PH QI Handbook p. 64-65)
- Use <u>Pareto Charts</u> (PH Memory Jogger p.95-104,) <u>Check Sheets</u> (PH Memory Jogger p.31-35), <u>Control Charts</u> (PH Memory Jogger p.36-55), <u>Histograms</u> (PH Memory Jogger p.66-75), <u>Run Charts</u> (PH Memory Jogger p.125-128), and <u>Scatter Diagrams</u> (PH Memory Jogger p.129-133) to evaluate the effectiveness of your action cycle activities.

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