



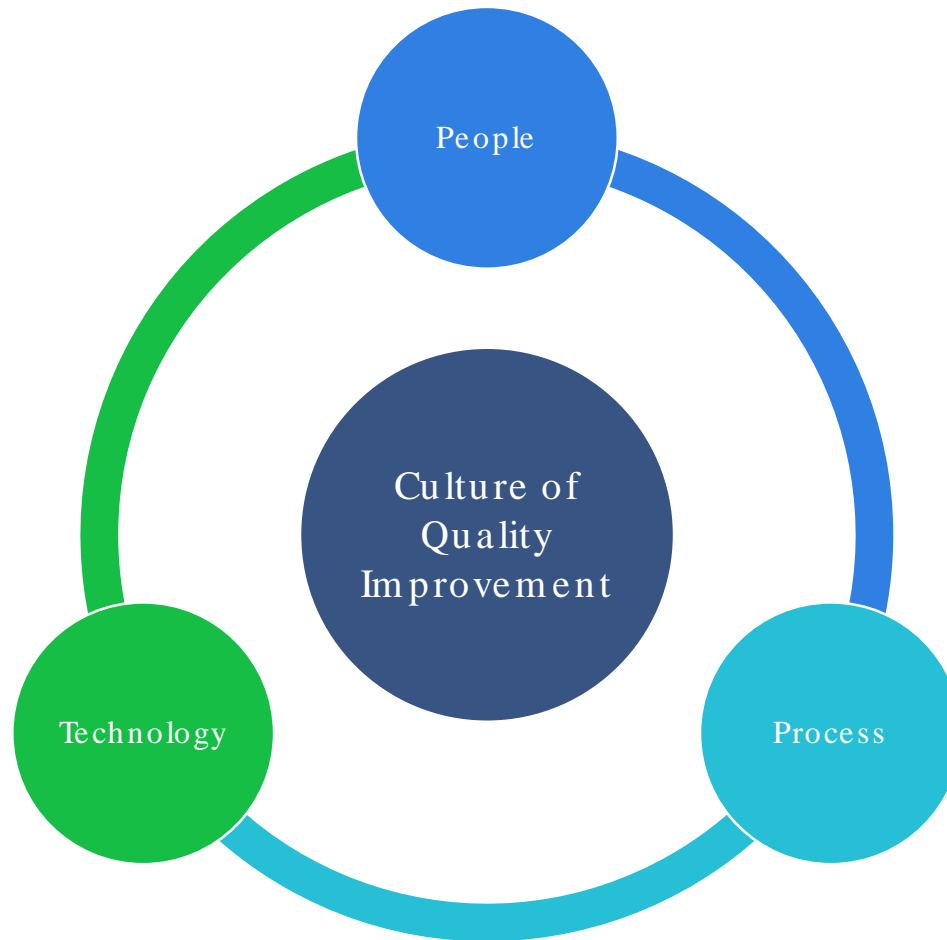
Culture of Quality Improvement

Jefferson McMillan-Wilhoit
Director, Health Informatics

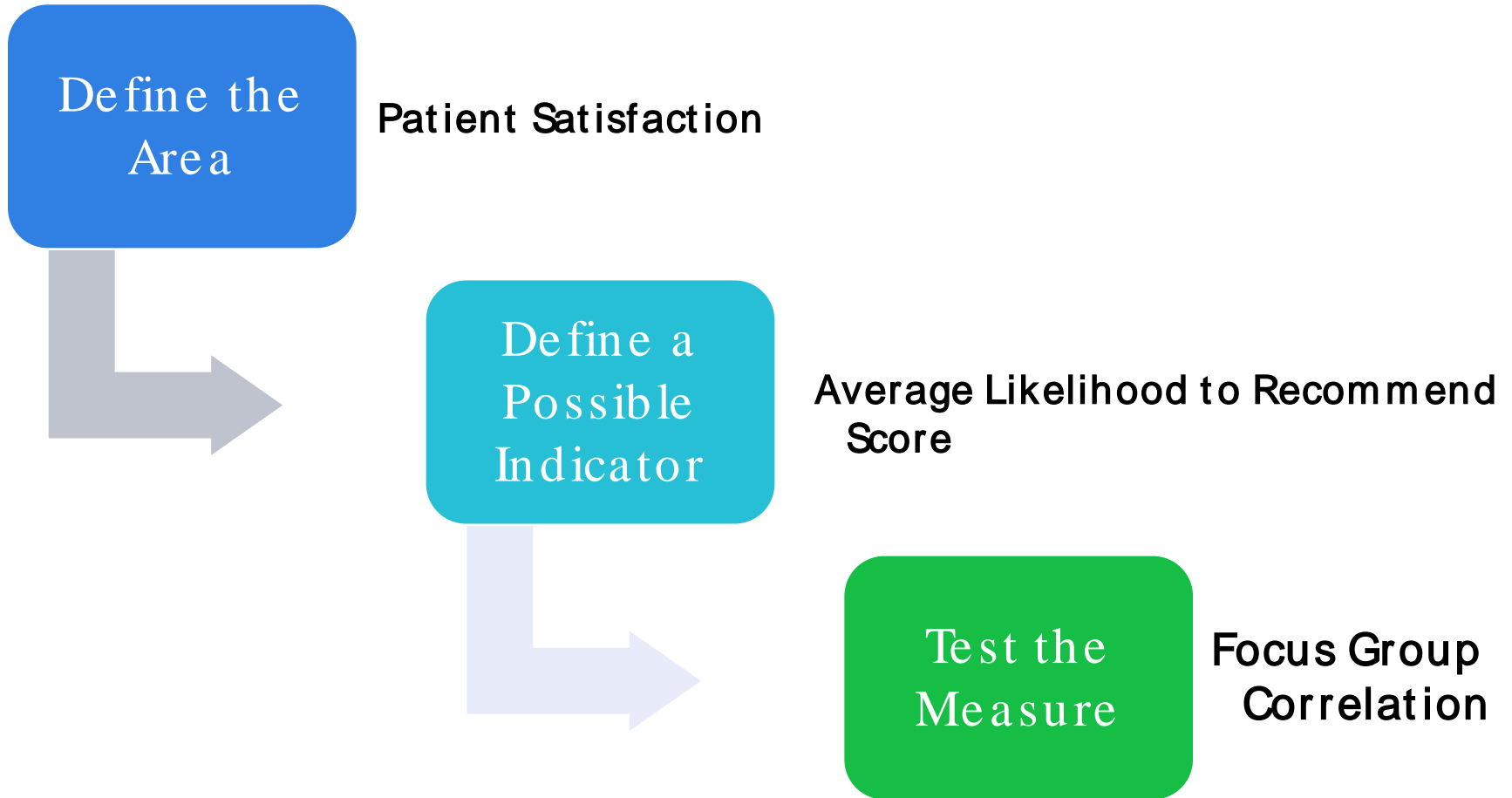
At Its Inception



Creating the Culture

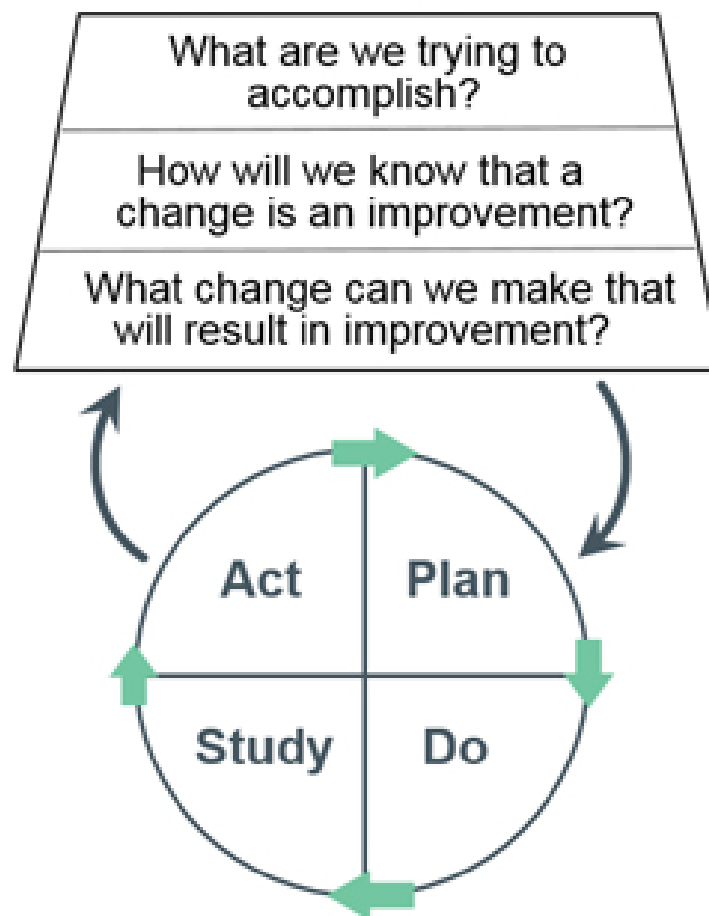


Good Indicators



Model for Improvement

Model for Improvement



Immersive Experiences

Quality Academy

Online
Module

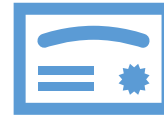
Monthly
Sessions

Practicum
Project

Immersive Experiences



12
Individuals



5
Projects
Completed



379
Hours



2nd
Cohort
Planned

Transparent Communication

LCHD Patient Satisfaction Survey Results

Enterprise Key Performance Indicators for November 2018

Total Survey's Collected

286

▼-2 surveys from October 2018▼

Overall Rating of Care

4.633

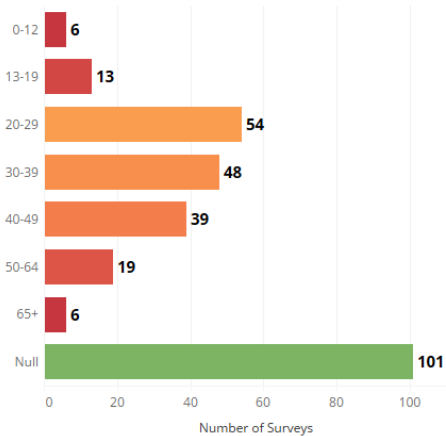
▲3.59% change from October 2018▲

Likelihood to Recommend

4.399

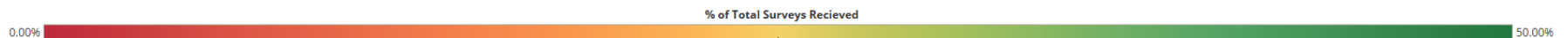
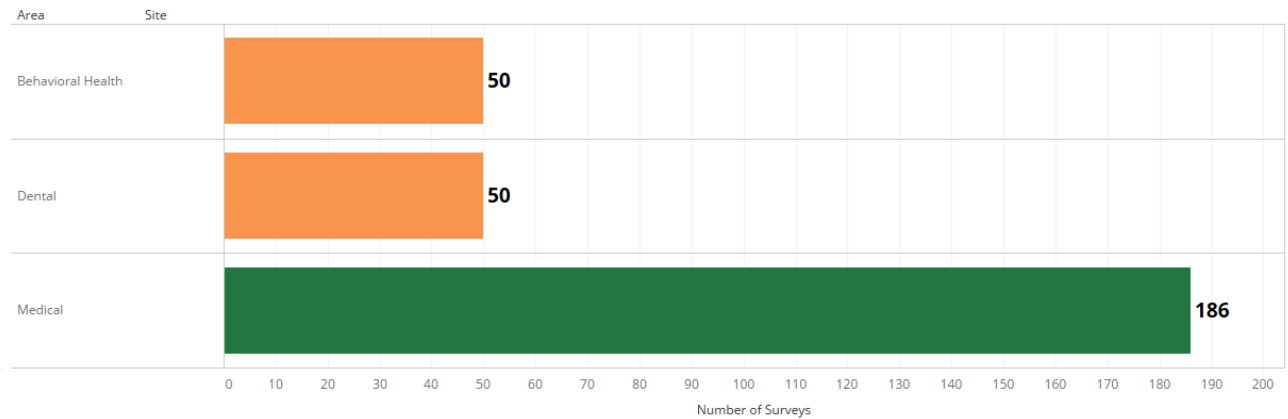
▼1.21% change from October 2018▼

Surveys Returned by Age Group in November 2018



Surveys Returned By Area in November 2018 (Month to Date)

Select an Area below to see scores for associated sites
Hover mouse over bar to see weekly trend





3010 Grand Avenue, Waukegan, Illinois 60085
(847) 377-8000
health.lakecountyil.gov



HealthDepartment



@LakeCoHealth



HealthDepartment