

Appendix

Quick Access Tools and Resources

Here you will find the tools and templates referred to in this introductory presentation. Additionally, the [Public Health Quality Improvement exchange](#) (PHQIX) provides a site where you can search for quality and process improvement projects submitted by state and local health departments, and which also provides valuable peer resource sharing for those conducting similar projects. Please be advised the PHQIX website is currently transitioning. Updates on the transition can be found on the homepage of the PHQIX website.

Tools and Templates (in order of appearance)

1. [Project Charter](#)
2. [Simple Workflow](#)
3. [Swim Lane Map](#)
4. [Process Map Symbols \(common\)](#)
5. [Fishbone Diagram](#)
6. [5 Whys](#)
7. [Prioritization Matrix](#)
8. [Prioritization Templates](#)
9. [Data collection/Check Sheet](#)
10. [Standard Operating Procedures](#)
11. [Sustainability Checklist](#)

Instructional Videos and Online Trainings

1. Project Charter: <https://www.youtube.com/watch?v=yLN9tWeTvng&feature=youtu.be>

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14. [USVI Procurement Preparation and Approval Process.](#)
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19. [Simple Workflow](#)
20. [5 Whys](#)
21. [Solution Prioritization Matrix](#)
22. [Prioritization Templates](#)
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