1. Getting Started
Bridgeport Department of Health & Social Services (BDHSS) chose to integrate the Healthy Homes Model into Housing Code inspections.

**AIM Statement:** To reduce the number of multiple health inspections within the city by 20%.

2. Assemble the Team
A team was assembled and a team charter was developed that provided direction and a systematic approach for addressing the targeted improvement.

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3. Root Cause:
A Fishbone diagram was created to determine potential causes of the problem.

Lack of integrating Healthy Homes Model into Housing Code inspections resulted in multiple referrals being made to different departments to resolve complaints. However, resources, training, and labor issues impacted the ability to change protocol.

3. Data Collection
Data was collected from various departments reflecting housing related complaints from 7/2012-7/2013.

To better understand how complaints were routed to different departments, our team created a Fishbone diagram. It provided a visual diagram to explain the process. After reviewing the chart, we were able to decide on changes that were needed to improve performance:
- Improved tracking of data on programmatic referrals
- Began tracking amount of time for complaint types

4. Identify Potential Solutions

5. Develop an Improvement Theory

**Theory 1:**
Educating Housing Code staff on Healthy Homes Model and having them handle all housing related complaints would reduce the number of multiple health inspections.

6. Test the Theory

**Key Action Steps**
- Train Housing on the Healthy Homes Model:
  - Orientate Housing Code staff on how to use Healthy Homes checklist
  - Create a Healthy Homes resource list to hand out to residents
- Implementation:
  - Have Housing Code staff use the Healthy Homes form in the field
  - Create 10 question Client Survey
- Distribution:
  - Have Housing Code staff distribute Client Surveys to complainants after completing Healthy Homes inspection
- Evaluate:
  - Input survey responses into SurveyMonkey and tabulate results

7. Check the Results

- Eleven inspectors were trained in the Healthy Homes Model
- Six inspectors did receive the Healthy Homes credential although it isn’t a requirement according to DPH to do Healthy Homes inspections
- All Inspectors watched the webinar on how to use the Healthy Homes Assessment Form

8. Standardize the Improvement and Establish Future Plans

Because we didn’t complete the implementation of our QI project, we are hoping to standardize the improvement in the future based upon our projected outcomes.

9. Establish Future Plans
The BDHSS will continue to collect six months of data and will compare it to the same time frame as last year to examine if there was a decrease in multiple inspections.

In March, the final results of outcome measures reflecting the number of reduced housing related complaints received will be available. Also, the results indicating how many Client/Tenant Satisfaction surveys completed will be available.

10. Lessons Learned

- Staff learned how to utilize QI techniques.
- Staff gained a better understanding about the importance of data collection.
- One lesson learned when we went back over the data was that we didn’t track referrals between the two departments which impacted our pre/post data.