

Massillon City Health Department 2024 QI Project: Diaper Bank

Plan

Identify an Opportunity and Plan for Improvement

Aim Statement

Increase Diaper Bank outreach to African American and Hispanic families by 25% in 2025.

Examine the current approach

The Diaper Bank currently relies on a sign in the front entry and word-of-mouth (citizens, WIC, nursing) to let people know what we offer in diapers, period products, and adult incontinence products. Opportunities for improvement would be to put up additional signs and distribute fliers in African American and Hispanic communities.

Collect Baseline Data

Numbers of diapers/pull-ups distributed are counted and tracked then data is divided according to race.

Identify potential solutions

Diaper Bank information could be distributed to churches, daycares, and other meeting places. Also, Heart of Ohio Diaper Bank representatives could be encouraged to attend more outreach events with the Health Department.

Develop an Improvement Theory

Quarterly meetings of the Diaper Bank committee could be conducted in 2025 to discuss needs and generate new ideas for distribution of information, ideas for diaper drives, and other areas for improvement in under-served neighborhoods.

Do

Test the Theory for Improvement

Test the theory

The Diaper Bank committee began meeting in December 2024 to brain-storm ideas for the 2025 year.

Collect and Document Data

Diaper Bank numbers will be recorded, as well as any changes or improvements and numbers of participants will be separated by race.

Act

Standardize the Improvement and Establish Future Plans

By holding regularly scheduled quarterly meetings, increase signage throughout the targeted communities, putting the sign out front resulted in an increase of knowledge and interest in products offered therefore proving its effectiveness,

Massillon City Health Department
611 Erie St. South

Team: Terri Argent, Katie Markham, & Vicki Porter



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Increase in African American & Hispanic Monthly Diaper Requests

