

Project Title: Supervisor New Employee Orientation Checklist (SNEOC) SCHD Quality Improvement Training, 2010-2011

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PLAN Identify an opportunity and Plan for Improvement

1. Getting Started:

Quality Improvement Committee identified 8 items of improvement for the Sedgwick County Health Department:

- 1. New Employee Orientation
- 2. Consistency of KIPHS data entry methods
- 3. Purchasing Process
- 4. Vaccination Processes
- 5. Billing Process
- 6. Customer Satisfaction
- 7. Asset Management
- 8. WIC Clinic Wait-Time

2. Assemble the New Employee Orientation Quality Improvement Team:

- a. Team Leader and Team Expert chosen
- Other team members given the opportunity to volunteer for the Quality Improvement projects of their choice.



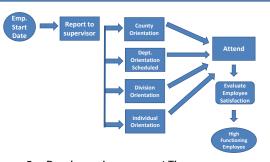
3. Examine the Current Approach:

Met to discuss current New Employee Orientation process and narrowed focus down to Departmental Orientation.

4. Identify Potential Solutions:

- a. Cycle I Flow Chart discussed and created
- b. Flow Chart created to guide team's focus

New Employee Orientation Process



5. <u>Develop an Improvement Theory:</u> Aim Statement:

By December 1, 2010, 90% of SCHD supervisors will be given a pre-test/training/post-test and a cover letter will be developed to ensure standardization of a Supervisor's New Employee Orientation Checklist (SNEOC) at the program level.



DO Test the Theory for Improvement

- 6. Test the Theory:
- a. Pre-Test Surveys administered
- b. Discussion of Supervisors' New Employee Orientation Checklist (SNEOC)
- c. Post-Test Surveys administered

During a SCHD Quarterly Strategic Plan Monitoring meeting, 18 supervisors were administered a Pre-Test Survey regarding their knowledge of the SNEOC. Then a brief orientation of the SNEOC was facilitated by the SCHD HR Assistant. A Post-Test Survey was given immediately following the orientation.

ACT Standardize the Improvement and Establish Future Plans

- 8. <u>Standardize the Improvement or Develop a</u> New Theory:
- a. Developed a cover letter explaining the purpose and usage of the SNEOC.
- Made suggested changes to SNEOC, posted to H drive and notified supervisors of location for future use.
- 9. Establish Future Plans:
- Cycle 2: Within 6 months, send an electronic survey, to assess supervisors' usage of the SNEOC and to solicit suggestions for improvement.
- b. Cycle 3: Revise SNEOC, based on survey findings from Cycle 2. Then, distribute revised SNEOC to supervisors.

Study Use Data to Study Results of the Test

7. Study the Results:

