Public Health Performance Management Centers for Excellence

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Continuing Education/Training Request Process Improvement

Kitsap Public Health District

Funded by the U. S. Centers for Disease Control’s National Public Health Improvement Initiative
Project Team

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- Jan Brower, Solid & Hazardous Waste Program Manager
- Melanie Dalton, BS, IT Specialist
- Karen Holt, Human Resources Analyst
- Loan Nguyen, Purchasing Agent
Project Identification

• Project identification came from the District’s quality training workshops in which the team being trained identified and prioritized potential projects.
• The Continuing Education (CE)/Training Approval process was voted the highest priority.
AIM Statement

The purposes of our Quality Improvement project were to:

- Increase customer satisfaction with the CE/Training approval process,
- Decrease the number of errors and omissions on request forms, and
- Reduce rework and cycle time
Project Activities

- Surveyed District staff regarding satisfaction with the current process
- Identified the process’ “customers”; not only the requestors, but the end users of the form; Accounting, Purchasing & Human Resources
- Used Mind Manager to map the existing process
- Audited completed CE/Training forms for accuracy
- Identified root causes of problems with form and process
- Brainstormed new electronic form and process
Quality Tool - Process Mapping

- The map identified all the steps currently used in the process
- The QI Team identified numerous handoffs, re-work and variations, depending on components of the request
Process Mapping:  What a mess!
Results - Solution Identification

- Redesigned the form using a fillable .PDF version that only opened relevant sections of the form based on the requestor’s needs as elicited by a series of simple questions
- Designed system of electronic approvals that automatically e-mails the person responsible for the next step in the process
- Designed a set of folders to store forms based on where the request was in the process, allowing users to check the status of their request
- Added a step that requires the requestor to confirm their attendance
Results - Solution Identification and Implementation

- Solutions will be implemented by **October 2012**
- Solutions will be evaluated in **November & December, 2012**
- Discussed potential long term solution and implementation of SharePoint software for routing documents to eliminate the need for manual data tracking. This was outside the initial scope of the project.
Next Steps

• Complete implementation of solutions (Do)
• Measure progress (Check):
  • Increased accuracy and compliance
  • Reduced handling time by Purchasing, Accounting and Human Resources
  • Increased requestor awareness of process and status of their request
• Make adjustments as needed (Act)
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