

LOCAL HEALTH DEPARTMENT NAME:
 ADDRESS:
 PHONE NUMBER:
 POPULATION:
 POPULATION SERVED:
 PROJECT TITLE:

Clallam County Health and Human Services
 223 E 4th Street, #14, Port Angeles, WA 98362
 360 417-2364
 71,000
 Citizens of Clallam County
 Clallam County Public Health Archive Project:
 Where are the Documents?



QI method used: Lean Six Sigma



1. DEFINE PHASE

a. Assemble the team – Quality Management Leadership Team (QMLT)



Iva Burks (Director), Jude Anderson (HS Planner), Jaima Hardman (CS Specialist), Ann Johnson (CH Nurse), Kim Yacklin (Admin Mgr), Tim Bruce (DD Planner), Andy Brastad (EH Director), Lori Kennedy (Admin Assistant), Barb Ward (Case Mgr), Chris Hurst (PH Program Mgr).

b. Project definition

Set 4 targets:

1. Respond to 90% of records requests within 5 business days
2. Reduce process steps by 20% by August 2013.
3. Increase Voice of Customer score to 86% by August 2013.
4. Develop Public Health Archives Procedure that can easily be replicated by other sections.

Identified constraints:

- Funding, staff time, storage space, no written archiving procedures, lack of training in QI tools.

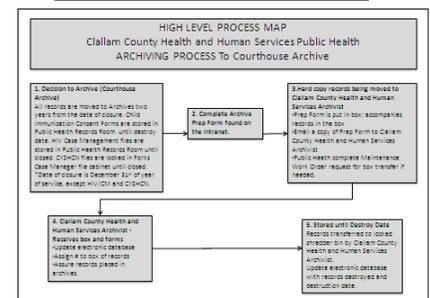
2. MEASURE PHASE

Conducted the following investigations in order to acquire data:

- a. Staff Assessment of the PH Archive process (Voice of Customer survey).
- b. Records Request Study (records types, staff, how often, format, etc).
- c. Needs Assessment Map.

2. Consolidated 29 process steps into 15 process steps (43.5% reduction)
3. Increased Voice of Customer satisfaction scores from 66% to 97.27%
4. Developed a Public Health Archive Procedure and flowcharts.

High Level Process Map



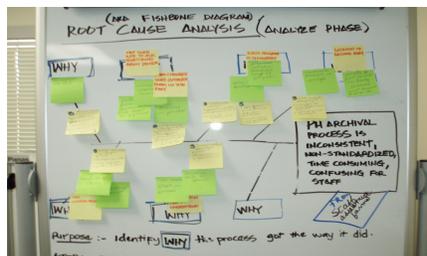
3. ANALYZE PHASE

a. Root Cause Analysis

Utilized the Cause & Effect/Fishbone Diagram -

The Effect: Public Health Archive Process is inconsistent, non standardized, time consuming, confusing for staff.

The Causes/Whys: Feedback and staff comments from our Staff Assessment Survey became our WHYS. These helped to pinpoint the reasons for the problem and provided insight into Voice of Customer.



4. IMPROVE PHASE

The results achieved from the modifications are as follows:

1. Responded to 95.74% of records requests within 5 business days.

5. CONTROL PHASE

- a. Developed a chart that would enable the tracking of Interventions & Solutions. A modified control plan to ensure continuous monitoring. Sustain gains.
- b. **2 staff training** sessions were held in July and August. Introduce staff to the new process.

6. SHARE PHASE



Duplicate the system in other Health & Human Services (EH, DD, DBHR, Homeless, CD/MH, HHS Admin., PH).

Also:

- a. 9/23/13 Learning Congress.