

AIM WORKSHEET

NAME OF ORGANIZATION: Public Health Solutions District Health Department

Intends to: Revise and document the process for developing and maintaining policies and procedures such that it reduces problems with access and credibility.

By (date): 9/30/2013

Who: All Staff

Because: Through the beta test for the PHAB accreditation process, the PHS major failings included inadequate documentation of policies and procedures as well as overall department decision making. The availability of grant funds from NDHHS provided us with an opportunity to engage in a quality improvement project. Of the many areas in which such a project could be done, we chose to improve the policy and procedure process within the PHS.

Our goals include:

- Provide staff with a policy format
- Provide staff with a format for a policy manual: to place all policies/procedures in one centralized location, for implementation of staff made policies/procedures, to be able to change policies/procedures, for all employees to be able to access to policies/procedures, and to enable an evaluation process of policies/procedures
- To establish a process for documentation of policies/procedures
- To reduce costs associated with new employee orientation/training
- To increase the access to resources on how to do a procedure
- To increase staff work efficiency
- To increase staff knowledge of public health policies
- To better services provided to population served

Fundamental Questions for Improvement

What are we trying to accomplish?

PHS is trying to accomplish a systematic process for developing, storing, maintaining currency and accessing policies/procedures which enable accreditation and high quality department operations

How will we know that a change is an improvement?

Through staff feedback

Staff Meetings

Director evaluation

BOH oversight

Meeting accreditation standards related to policies, procedures, and documentation

What changes can we make that will result in an improvement?

Organization of policies

How we train existing employees

How we orient new employees

Cut costs

Improvement of quality of programs and services

Checklist of required/desired characteristics of process

- ✓ Singular policy format
- ✓ Centralized location of policies
- ✓ Consistency
- ✓ Ability to use for orientation of new staff
- ✓ Use manual for training of current staff
- ✓ Ability to have direction when employees are absent/leave
- ✓ Policies are organized
- ✓ Up-to-date legally
- ✓ Able to protect staff legally through having the documentation of policies
- ✓ Improvement of services provided
- ✓ Improvement of job output
- ✓ Evaluation
- ✓ Decrease in time spent on staff instruction how to do something
- ✓ Decrease in money spent on training
- ✓

FORCE-FIELD ANALYSIS: QI

POTENTIAL USES: QI PROCESS CHANGE

- To explore what is currently going right and what is going wrong
- To explore any opposition to change
- To understand the extent of opposition
- To identify pros and cons of options for change

- *Update policies, centralize policies in a manual, and use a singular format for policy development*

<i>POSITIVE FORCES (+)</i>	<i>NEGATIVE FORCES (-)</i>
<ul style="list-style-type: none"> ▪ Singular Format ▪ Accessibility ▪ Consistency ▪ Protection ▪ Legal ▪ Orientation of New Staff ▪ Training ▪ Knowledge in staff absence ▪ Location 	<ul style="list-style-type: none"> ▪ Time Constraints ▪ Staff willingness ▪ People together ▪ Contributions ▪ Future development ▪ Who follows through ▪ Fall through cracks ▪ Amount of work ▪ Change to new process

Affinity Chart QI

Communications Issues

Staff

- Failure to use the singular format
- Failure to put staff made policies into new manual
- Failure to have all staff participate in process change

Director & BOH

- Failure to accept and use the process change
- Failure to encourage staff to participate
- Failure to evaluate/review and update policies

Process Issues

S-Drive

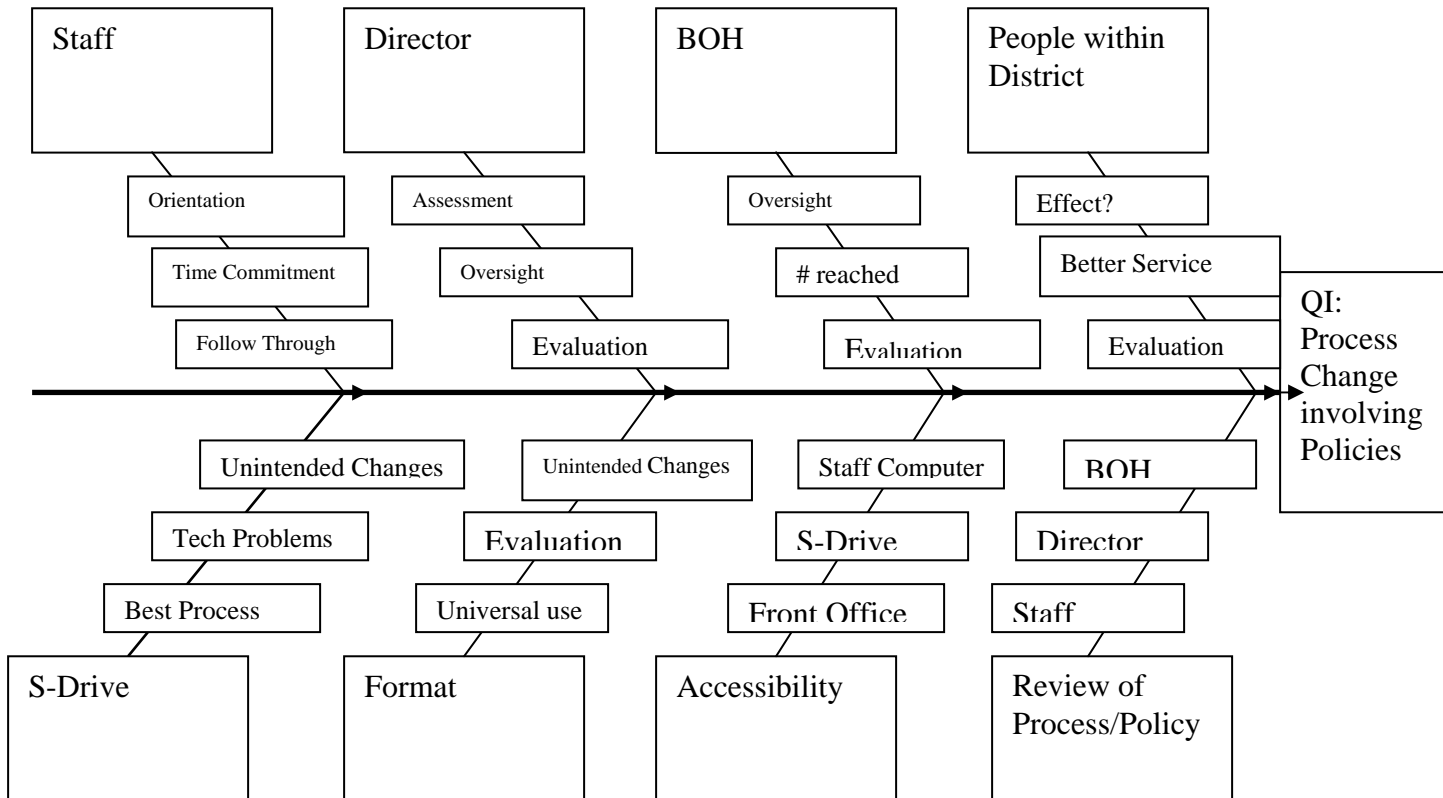
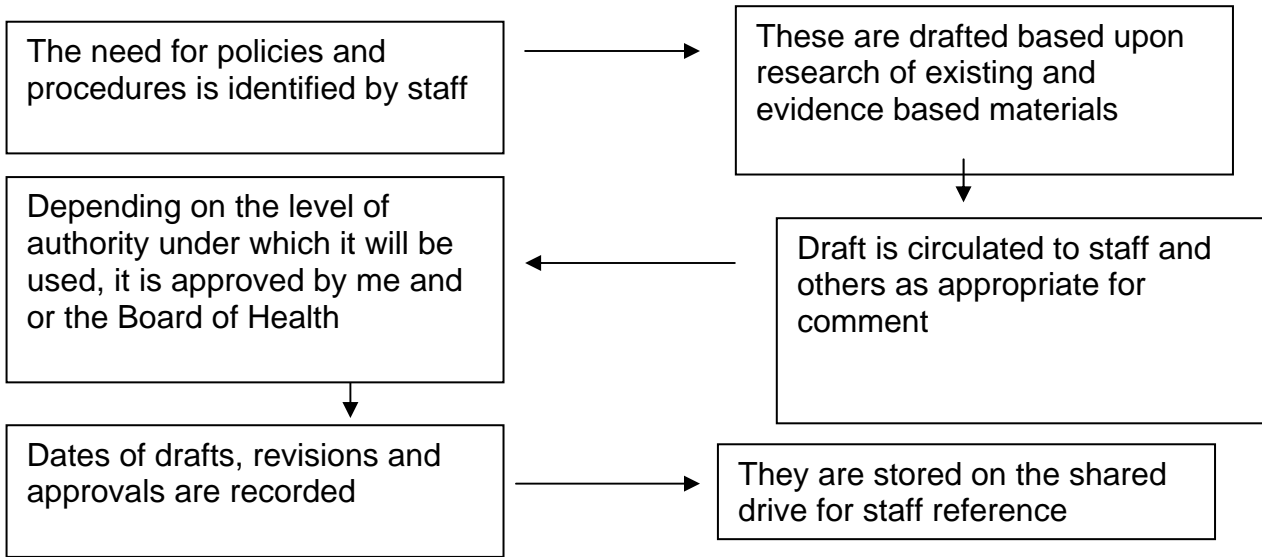
- Technical Problems
- Staff ability to make changes to policies
- Access

Other Issues

Time

- # of individuals involved
- Acceptance and use of process
- Future development and follow through

Flow Chart of Current Process



Flow Chart of Changed Process

