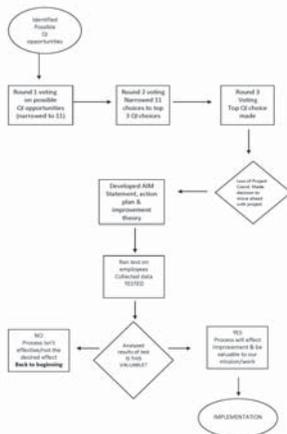


PLAN

Identify an opportunity and Plan for Improvement

1. Getting Started

A team was put together to review the PHAB self-assessment tool. For their QI initiative, the team chose to focus on policies and procedures. By using a multi-voting technique, they further narrowed the scope to standard 8.2.B. and the new employee orientation. This flowchart shows the process:



2. Assemble the Team

Due to the small staff size (14 employees), it was decided to include all employees on the team. This was the best way to keep everyone informed of the process, allow for all points of view and expertise to be voiced and give the project “buy-in” from each department.

3. Examine the Current Approach

When looking at the current employee orientation process, the team felt it needed to give a newly hired staff member the chance to hear from each department within the organization. The team felt that many new employees come to the organization with little direct knowledge of true public health principles so a “Public Health 101” orientation would be of value. Recently hired employees echoed this sentiment.

A Pre/Post test was developed to test the knowledge of employees. Results showed that every employee who had been with the department less than one year missed at least one question on the quiz. Most were confused on the Core Values of public health, a concept that is integral to the mission of the department.

4. Identify Potential Solutions

Through the use of root cause analysis, it was determined that the development of checklists regarding the information presented in orientation and a new employee manual with comprehensive information would increase the knowledge of new employees.

5. Develop an Improvement Theory

If PHS implements the new, comprehensive orientation program, then all employees will increase their knowledge of basic public health functions and new employees will begin their new roles in the organization with a basic understanding of public health functions and their specific role within the department.

AIM Statement: Public Health Solutions will implement an orientation process for 100% of Department staff to increase knowledge from 57% to 100% of employees receiving a 100% on post test by November 15, 2010.

DO

Test the Theory for Improvement

6. Test the Theory

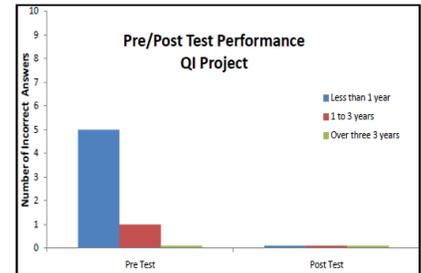
As a result of the pre-test results, each newer employee (3 total) participated in a “test run” of a new employee orientation. This included detailed checklists of orientation content personally presented by department heads, as well as a comprehensive new employee manual with valuable information on the district public health philosophy and policies/procedures of PHS.

CHECK

Use Data to Study Results of the Test

7. Check the Results

After a complete orientation, the “newer” employees took the Post Orientation test. Each employee received 100% correct on the post test.



More importantly, however, were comments made by the employees who participated in the process. Even staff members who had been with the department for months learned valuable information that will benefit them in their jobs. It was an extremely positive experience for the “newer” employee test subjects!

ACT

Standardize the Improvement and Establish Future Plans

8. Standardize Improvement or Develop New Theory

The new employee orientation process has been a success and the team has put policies/procedures in place to ensure that it is used in a standard manner with each new employee hire.

9. Establish Future Plans

Future plans include the possibility of assigning a “co-worker” mentor to each newly hired employee as well as revisions to the employee manual. The process will be re-evaluated every 6 months for effectiveness and any needed revisions.