LOCAL HEALTH DEPARTMENT NAME:	Montgomery County Health Department
ADDRESS:	117 Civic Center, Mount Sterling, Kentucky 40353
PHONE NUMBER:	859-498-3808
SIZE:	Local County Health Department
POPULATION SERVED:	26, 499 per 2010 U.S. Census
PROJECT TITLE:	Building A Workforce Training Program

Montgomery County **Health** Department
Your partner for a healthy community

PLAN
Identify an opportunity and Plan for Improvement

1. Getting Started
This QI project focuses on the continuation of a workforce development project and builds on two previous, informal, QI projects that addressed the creation of a formal, documented orientation program for new employees through the utilization of a checklist. The most recent project included the development of program specific trainings for new employees in the area of school health. A KPHA session in March 2012 inspired ideas of improving the current process for documenting and tracking orientation and ongoing training by creating electronic training plans utilizing TRAIN.

2. Assemble the Team
Elicia Combs, RN, Clinic Nursing
    Supervisor;
Jennifer Gulley, RN, Accreditation &
    Preparedness Coordinator;
Michelle Hill, RN; Community Health
    Supervisor;
Lisa Lawson, RN, HANDS
    Supervisor;
Cassie Prather, RS,
    Environmentalist;
Pam Spradling, Director of
    Administrative Services
Tammy Steele, Support Services
    Supervisor

3. Examine the Current Approach
The flowchart of the current new employee orientation process revealed that improvements could be made in the documentation and tracking of training. Additionally, this improvement can also be extended to include the

documentation and tracking of ongoing employee training.

4. Identify Potential Solutions
A fishbone diagram identified a lack of consistent procedures for tracking orientation and ongoing training of staff and that the process was time consuming to keep up with due to employees submitting multiple certificates.

5. Develop an Improvement Theory
If we utilize TRAIN to develop electronic orientation and ongoing training plans and train supervisors and staff on the use of these plans then supervisor and staff understanding of and satisfaction with the use of training plans will increase.

DO
### Test the Theory for Improvement

6. Test the Theory
A pre-test/post-test survey methodology was used on two samples. The first sample included 7 supervisory staff. The second sample included 9 staff members in the HANDS program and 1 staff member from community health. After the pre-test survey was administered to both groups, training on the use of training plans on TRAIN was provided. Supervisory staff training was provided by the KDPH Workforce Development Branch and staff member training was provided by QI team members.
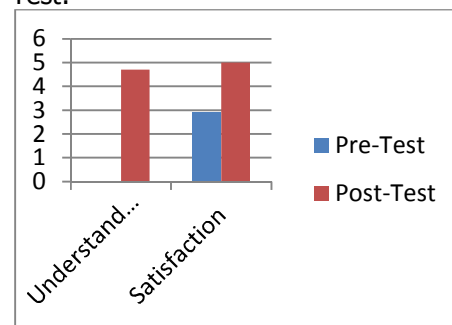
CHECK
Use Data to Study Results of the Test

7. Check the Results
Supervisory Staff Pre/Post Test:
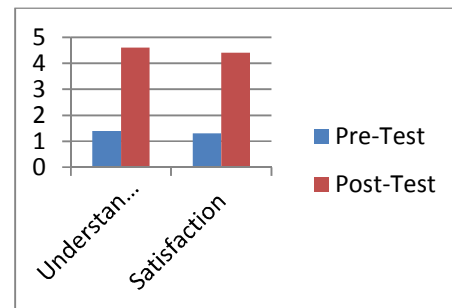
HANDS/Community Staff Pre/Post Test:

ACT
Standardize the Improvement and Establish Future Plans

8. Standardize the Improvement or Develop New Theory
Based on the increased understanding of and satisfaction with electronic training plans by both supervisory staff and program staff members we adopted and standardized the improved process for documenting and tracking orientation and ongoing training by utilizing electronic training plans.

9. Establish Future Plans
Improvement efforts will continue and the pre-test/post-test methodology will be utilized with remaining LHD staff. Additionally, the process will be outlined in a written workforce development plan for the agency and policies revised to reflect the process.