

PLAN

Identify an opportunity and Plan for Improvement

1. Getting Started

While exploring the idea of a new phone system, to better serve the community, management became aware of the lack of basic Microsoft Office computer skills by staff.

2. Assemble the Team

With recent Quality Improvement training from the state and our in-house training, staff was asked to volunteer for the first Quality Improvement Team at the Oldham County Health Department to address the technological inconsistencies.

3. Aim Statement

An opportunity exists to improve the computer software consistency beginning with the current multiple versions of software and ending with one version of software and a policy on future software purchases. This effort should improve computer knowledge, skills, efficiency and productivity for the staff. Therefore, this process is important to work on now because our internal efficiency will improve our service to the community. The baseline measurement is defined as the following metric: Decrease the number of Microsoft Windows versions from five to one and decrease the number of Microsoft Office versions from four to one by June 29, 2012. Provide Microsoft Office training to all staff by July 31, 2012 to increase the majority of staff comfort level with Office applications (scale of 1-10) from 1-5 to 6-10 by September 28, 2012.

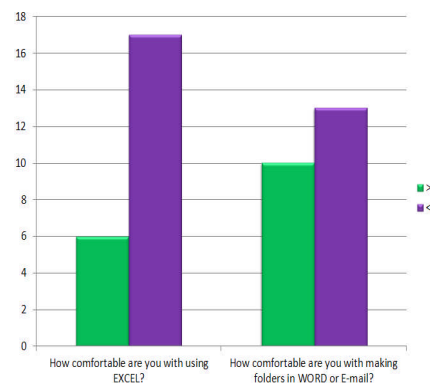
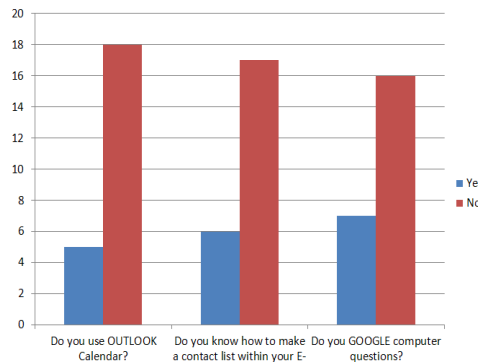
4. Examine the Current Approach

The Quality Improvement team developed a flow chart to show the current process.



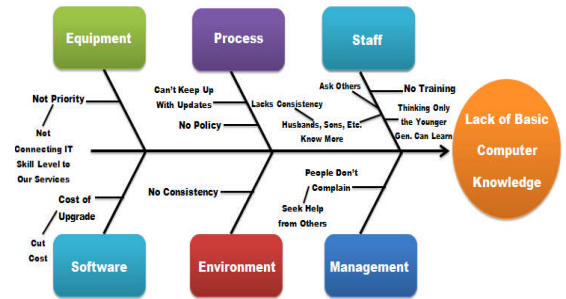
5. Data on Current Process

Data from Staff Survey:



6. Identify Potential Solutions

Fishbone Diagram



7. Develop an Improvement Theory

If we install standardized software, train staff and develop an IT policy, then all staff will be more efficient, communication will improve, and thereby customer service will be enhanced.

DO

Test the Theory for Improvement

8. Test the Theory

We are currently implementing the improvement plan. The software upgrades have taken longer than projected due to unforeseen issues.

CHECK

Use Data to Study Results of the Test

9. Check the Results

Our plan is to resurvey our staff after the updates and training is complete.

ACT

Standardize the Improvement and Establish Future Plans

10. Standardize the Improvement or Develop New Theory

The IT policy is being drafted for future adoption.