

Portage County Health District - The Chatty Cathy's Quality Improvement Storyboard



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Chatty Cathy QI - Suppliers, Input, Process, Output, Customers

PLAN

Background Information

The phone is PCHD's primary means of communication with internal and external customers. As a result of recent phone updates and improvements, there is a need for functionality-training based on the phone system targeted to our internal customers. Based on employee survey, the Quality Improvement Committee (QIC) selected the phone system as a QI project.

Assemble the Team

The QIC selected team members focusing on representation from all divisions within the Health District, since all staff utilize the phone system.

Performance Improvement AIM

The team will determine the functionality of our phone system and develop a phone administration process and training for staff (internal customers).

Strategic Alignment

(2.3.1) Improve staff knowledge, skills, and abilities related to customer service via the improved phone system.

SMART Objectives were developed:

Develop phone answering policy and procedure to include reference guides and employee/program directory by 12/8/17.

Provide phone training and reference materials to staff by 12/31/17.

| Suppliers | Input | Process | Output | Customers |
|---|---|---|---|--|
| <ul style="list-style-type: none"> PCHD staff Derby Communications Spectrum On Hold messaging program | <ul style="list-style-type: none"> Functioning internet / phone system Quick reference guides Employee/program directory | <ul style="list-style-type: none"> Someone has a question Calls PCHD Connects to correct person Receives answer | <ul style="list-style-type: none"> Policy and procedure Reaching person | <ul style="list-style-type: none"> Customers Staff |

DO

A written phone answering procedure was created along with a visual phone manual. Training for all PCHD staff was conducted on 12/18/17 and 12/21/17.



STUDY

A follow-up survey was sent to staff via email for input on the training on 1/26/18.

Results of Survey:

Please rate your knowledge of the phone system prior to the training: 5.06

Please rate your knowledge of the phone system after the training: 8.47

Learning how to "park" a call was identified as the highest learning outcome of the training.

Staff identified the training manual as helpful for understanding the phone system.

ACT

As a result of feedback from the staff via the training and survey, revisions were made to the manual on 3/5/18.

The phone answering procedure and phone manual will be updated as needed per the continuous PDSA cycle.