

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



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PLAN

Background Information:

Office supplies are an essential resource that are made available to ALL staff. The administrative function to acquire supplies varies widely among staff. An opportunity exists to standardize procurement of supplies for staff using a checks and balance for management and fiscal accountability. Office supplies were always messy, being ordered often and the inventory was not efficient due to too many people having availability to the office supply room/cabinet.

Assemble the Team:

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

Performance Improvement AIM:

Review the current procurement process for office supplies (which varies widely depending on user). Revise/update and standardize procurement process for office supplies.

Strategic Alignment:

(1.2.4) Initiate quality improvement projects which lead toward CQI for the agency. (2.4.2) Conduct gap analysis for data currently collected and used by the programs to inform stakeholders.

SMART Objectives were developed:

PCHD will update purchase requisition by 12/21/18.

PCHD will streamline the purchasing of office supplies by 12/31/18.

PCHD will monitor inventory monthly.

Finance Director will identify and train a supply backup person to help with ordering by 12/31/18.

| Suppliers | Inputs | Process | Outputs | Customers |
|--|--|---|--|--|
| <ul style="list-style-type: none"> PCHD Staff Deb Staples | <ul style="list-style-type: none"> Empty Box Email Verbal Empty Cabinet " | <ul style="list-style-type: none"> Supplies Needed Deb list/orders Staples Delivers Deb Distributes | <ul style="list-style-type: none"> \$ 50 Limit Checked inventory Supplies | <ul style="list-style-type: none"> Employees Customers |

DO

PCHD will update purchase requisition by 12/21/18.

PCHD will streamline the purchasing of office supplies by 12/31/18.

PCHD will monitor inventory monthly. Finance Director will identify and train a supply backup person to help with ordering by 12/31/18.

STUDY

The Finance Director moved the office supplies from the supply room into her office in a locked cabinet. Only the finance division were able to gain access to the office supplies. If a PCHD employee needed an office supply they would go to the Finance Division office and they would distribute the office supply needed at the time. This method helped them keep track of the office supply inventory. During the trial period. Deb, who ordered the supplies in the beginning was ordering office supplies less and was able to keep correct inventory of office supplies as well as keeping the office supply cabinet clean.

ACT

The staff was reminded of the new office supply process through an email sent on 3/25/19.

The office supply process will be updated as needed per the continuous PDSA cycle.

Process Mapping

