PORTAGE COUNTY COMBINED GENERAL HEALTH DISTRICT (PCHD)
705 OAKWOOD ST, RAVENNA, OHIO 44266

Team Name: Time Trackers	Project Title: Staff Time Tracking

Problem / Opportunity Statement: Staff time is tracked by various methods for each Division. An opportunity exists to provide standardized format for the entire agency for tracking of staff time.

Team Sponsor: Joseph Diorio, Health Commissioner	Target Division/Process Improvement Area: Agency-wide

Performance Improvement AIM (Mission): The team will review all agency methods of tracking time for staff and develop a standardized format by May 31, 2017. (A multi-day event is required)

Strategic Alignment: (2.4.1) The tracking of staff time includes the use of software/data systems such as HDIS and MUNIS.

Team Members:	Roles and Responsibilities:
1. Debra Stall	(Fiscal) Leader
2. Carol Pillsbury	(Fiscal) Team member
3. Lindsey Smith	(Environmental) Team member
4. Julie Klusty	(Nursing) Team member
5. Judy Rettig	(Fiscal) Quality Improvement Committee
6. Ali Mitchell	(Health Education) Quality Improvement Committee
7.	
8.	
9.	

Scope (Boundaries)/Team Authority: This QI team is authorized to use a Kaizen event. The team is also authorized to seek assistance from other LHDs for time-related documents/examples.

Customers (primary and other):	Customer Needs Addressed:
1. Internal Customers (Staff)	Track time without being a burden
2. Auditor	Payroll, vacation, personal, sick, comp accrual, FMLA, etc.
3. Grantees	Documentation for grant re-imbursement

Objectives: SMART - Specific, Measurable, Achievable, Relevant, Time-Framed

1. Measure how much time spent on payroll.
2. Develop a time tracking form that could be used universally for the staff.
3. Provide a form that had staff and a director's signature to hold staff accountable for time.
4. Provide a staff training on how to use the new tracking form system.

Improvement Theory: We got feedback from staff after trainings and changed the forms many different times adding, and taking off things to the time sheet. We have been able to see people who were out sick but didn't fill out sick forms or keep a better tracking of their time during working hours or any extra hours earned or used.

Success Metrics (Measures): Documentation of number of customers and time spent will meet or exceed objectives.

PDSA Timeline:	Projected Date Completed:	Actual Date Completed:
Plan: Improve time tacking	July 2017	January 2018
Do: Implement new time sheet & Train Staff	July 2017	September 21, 2017
Study: Gather Feedback from staff	September 2017	January 2018
Act: Fix time sheet & bugs	September 2017	March 22, 2018 & April 19, 2018

Considerations (Assumptions/Constraints/Obstacles/Risks): Obstacles: Pushback from staff about filling out another form. More work for staff and those who do the payroll. Are staffs going to understand what were asking of them?

Needed/Available Resources: We could have used a facilitator for our group.

| Meeting Frequency/Duration & Team Member Time Commitments: We met 3 days in a row in May of 2017 and than on and off continually once a month or every other month depending on team members schedules. We also lost two members due to changing jobs. |
| Communication Plan (Who, How, and When): The team leader will hold quarterly meetings to go over how the time sheet is working out with staff and we will make specific changes as feedback comes into the group. |

QI Team Charter