

PLAN

Identify an opportunity and Plan for Improvement

1. Getting Started

As a part of Sedgwick County Health Dept's (SCHD) Mission Statement, the need to continuously assess and improve upon customer satisfaction is a crucial component in assuring that excellent service is provided to Sedgwick County residents, as well as meeting grant requirements and health department accreditation requirements. To understand how this process is carried out, surveys were distributed to all SCHD program managers, division directors, and the Health Director.



2. Assemble The Team

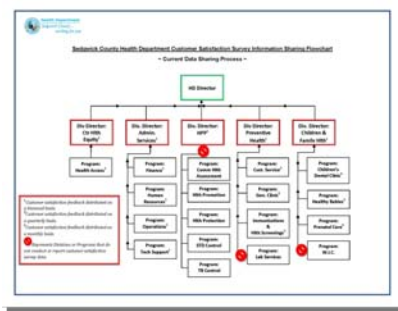
The QI team members were assembled from members of the SCHD Division of Preventive Health, Division of Children & Family Health, and Health Protection & Promotion. Members were selected for their knowledge of customer satisfaction surveys and client interaction.

AIM Statement

By January 13, 2011, a policy will be developed for the systematic review and reporting of customer satisfaction surveys within SCHD programs.

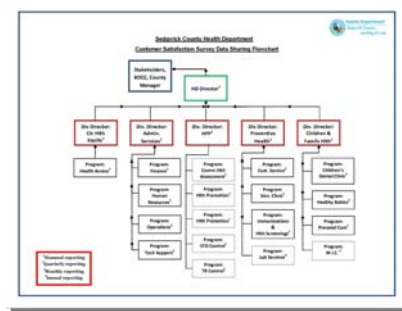
3. Examine the Current Approach

It was found that the current process flow of customer service survey data varied by program; however, process flow was consistent in its reporting of data to the Health Director. To visualize this, we created a flowchart.



4. Identify Potential Solutions

Based on survey results, it was...



5. Develop an Improvement Theory

Predictions:

1. If SCHD Programs had a policy for the reporting of customer satisfaction data, quality improvements would be more easily communicated among SCHD personnel, as well as ensuring consistent and high quality customer service will occur at the SCHD.

2. If SCHD Program Managers, Division Director, and the Health Director use the H:\Drive or SCHD SharePoint site to store customer satisfaction summary reports, data will be more accessible for accreditation purposes.

DO

Test the Theory for Improvement

6. Test the Theory

QI project team requested Customer Satisfaction Survey Summary Report form be completed by the Prenatal Care program to determine the efficacy of this new process.



Study Use Data to Study Results of the Test

7. Study the Results

The Prenatal Care program tested the newly developed Customer Satisfaction Summary Report. Upon completion of the summary report, the Program Manager for the Prenatal Care concluded that this newly developed process was an efficient process.



ACT

Standardize the Improvement and Establish Future Plans

8. Standardize the Improvement or Develop a New Theory

To ensure the high standard of quality care at SCHD, a policy will be set in place to ensure that all SCHD Programs meet and achieve the high standards of customer satisfaction expected of a local health department.



Program	Surveyed	Completed	Returned	Analysis	Reporting
Prenatal Care	10	10	10	100%	100%
...

9. Establish Future Plans

1. Division Directors will receive customer satisfaction updates from Program Managers.
2. Customer Satisfaction summary reports will be made available on the H:\Drive and SCHD SharePoint site for Health Department Accreditation and standardized customer satisfaction reporting.
3. Health Department Director will be able to use data collected to promote the quality of services provided at the Sedgwick County Health Department.