

PLAN
 Identify an opportunity and Plan for Improvement

1. Getting Started

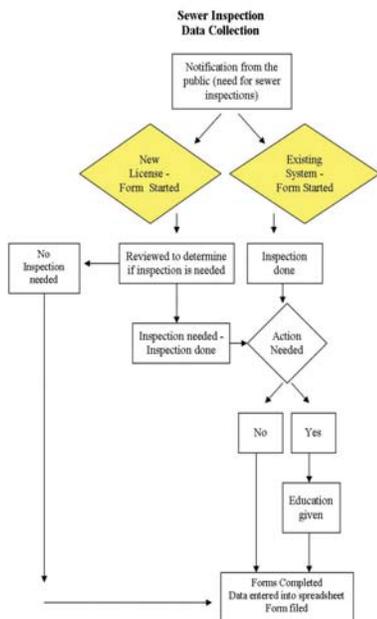
In order to address deficiencies in Domain 2 (a completed investigation) and Domain 6 (a regulation/ordinance or enforcement activity) of the accreditation standards, the Accreditation Coordinator formed a team and asked them to participate in a quality improvement process to explore ways to improve documentation of environmental health data.

2. Assemble the Team

The project involved the environmental health staff, but the Coordinator also wanted many perspectives so personnel from other program areas were chosen including finance, nursing, and reception.

3. Examine the Current Approach

The Accreditation Coordinator used the affinity diagram process to understand the essence of the problem and gather ideas. During this session some common themes emerged regarding environmental health services. Next, a flow chart was created to demonstrate the current way data is being collected. Followed by the 5 Why's to determine the root cause.



4. Identify Potential Solutions

Forms need to be completed in order to improve data collection of EH services. Ideas to improve the data collection included:

- Purchase a computer program to log data for EH services
- Organize EH forms and records so data is accessible
- More staff understanding EH documentation
- Assign a secretary to capture EH data

5. Develop an Improvement Theory

If a form is started when a call is received and the forms are completed during the process of the sewer inspection, the number of documented sewer inspections will improve. Below and to the left is the updated flow chart to show the point where data collection will begin.

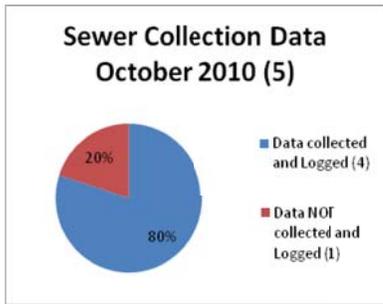
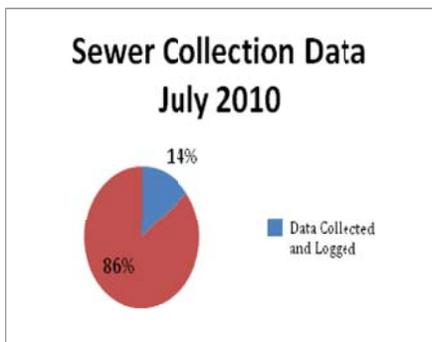
DO
 Test the Theory for Improvement

6. Test the Theory

The team decided to integrate a hybrid filing method that included both paper and electronic filing. Forms were completed and entered into a computer system and paper copies were filed. The new system began in August of 2010 and the data collection was recorded.

CHECK
 Use Data to Study Results

7. Check the Results



Overall, the data collection and integration went well and is working well at CVHD. These pie charts illustrate the improvement that was made by implementing this process. One can see that from the onset of the project, very little records were kept pertaining to the installation and inspection of on-site sewer systems to the conclusion of the project where 80-100% of on-site installation and inspections were recorded. CVHD was also able to collecting fees from these inspections!

ACT
 Standardize the Improvement and Establish Future Plans

8. Standardize the Improvement or Develop New Theory

In order to standardize the improvement, the team will:

- Continue to refine current computer program
- Standardize the program, so that all team members are educated on how it works
- Update both the electronic and physical files weekly, so that a backlog of files is not created

9. Establish Future Plans

The team will continue to improve data collection of environmental health data by use of the computer system, and improvements made it the filing system. Use the knowledge gained in the process, as the department takes on a new role in food inspection to make sure data is collected.