

APPENDIX A: STORYBOARD TEMPLATE

LOCAL HEALTH DEPARTMENT NAME:

ADDRESS:

PHONE NUMBER:

SIZE:

POPULATION SERVED:

PROJECT TITLE:

Logan County Health Department

215 Fairgrounds Road 73044

(405)-282-3485

Local County Health Department

36,894

Quality Improvement Program Evaluation

PLAN

Identify an opportunity and Plan for Improvement

1. Getting Started

With the Local Health Department Self Assessment Tool for Accreditation Preparation, we scored our Local Health Department and identified the need to conduct a comprehensive assessment and incorporate a Quality Improvement process into program evaluation.

2. Assemble the Team

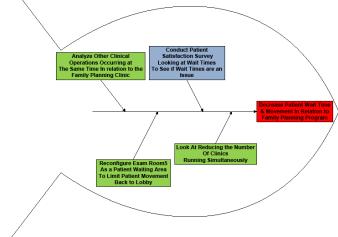
A multi-disciplinary team was made up of Administrative Director, Health Educator, Public Health Nurse, Administrative, and Social Worker.

3. Examine the Current Approach

We looked at and mapped out Family Planning Program process from when the patient enters the door and exits. The existing building structure and exam room layout as it currently operates were looked at and reviewed. Data was pulled including yearly clientele numbers and weekly performance of the program. No formal program evaluation was being conducted on this program.

4. Identify Potential Solutions

Select a program to institute Quality Improvement process into program evaluation. Look at client satisfaction in regards to wait time and look at overall program performance of local Family Planning Program against comparable clinics in the state. Reduce number clinics running at the same time. Analyze other clinics on the family planning process. The group completed a Cause & Effect Fishbone Process to determine an approach towards evaluation.



5. Develop an Improvement Theory

Created and implemented a client satisfaction survey to see what is the current customer perception of wait times in the process and determine if current clientele have issues regarding overall wait time and customer satisfaction with Family Planning Program. Gathered data regarding comparable Family Planning Clinics in the state to see how we rated in terms of numbers of clients served.

DO

Test the Theory for Improvement

6. Test the Theory

The customer service survey was developed by the work group to identify customer's perceptions of the overall process. The survey was designed in a likert-type scale so data input and statistical analysis could give the team a quick overview of customer satisfaction as it relates to the Family Planning Program. This survey, in conjunction with the mapping out of the clinical process from when the client enters the facility and exits the door, provided valuable information related to the number and scope of operations and patient flow. We were also able to pull data from our client encounter software (PHOCIS) to see historically over time how many clients are served in the Family Planning Program and also clients' ability to make it to their scheduled appointments. The survey was given on a Monday, Wednesday, Thursday and Friday of the same week. To limit some bias, administration of the survey throughout the week covered all staff involved in the provision of Family Planning Services. The week chosen was representative of normal appointment volume for Family Planning, although throughout the year we have seen spikes in the number of clients seeking services for family planning. To determine the timing of survey implementation, we utilized our existing patient encounter software to compare patient load to other times of the year.

CHECK
Use Data to Study Results
of the Test

7. Check the Results

Once the surveys were completed, they were entered into an access database and SPSS version 13 was used to analyze the data in regards to patient processing time to determine if we have an issue regarding wait time and patient satisfaction for the Family Planning Program. The collection of data from the survey results was used by the team to identify different ways to increase patient flow and client satisfaction. The team was also able to pull the number of reports that show the number of patients being seen in other clinics across the state comparable to our program through the PHOCIS program for the same time frame. This data allows for the comparison of the Logan County Health Department client load to see if we have similar numbers to other comparable programs. The reports from The (PHOCIS System) allowed us to use multiple reports to look at the number of clientele we have processing through the building throughout the

selected week. In our analysis of clinical numbers, we processed a total 51 patients in a four-day workweek with all scheduled patients attending and no missed appointments. In other clinics in the state, the closest clinic with comparable numbers saw a total of 36 clients for the same services. Statewide, Logan County Health Department's Family Planning Program, when looking at the numbers to other comparable clinics, sees the most clients per year. The number of customers surveyed totaled 30, which represented 58% of our clients in the Family Planning Program during the selected survey week. We would have liked to have had 100% participation, but due to some staffing shortages and patient load in other program clinics we felt this number was representative of overall satisfaction and wait time. Findings showed that 40% of the clients self-reported that they waited a less than 10 minutes with another 27% reporting that they waited between 16 to 30 minutes from appointment time to seeing a provider. When asked in a separate question about the amount of time spent waiting in the exam room before seeing a provider 40% of the respondents reported some improvement needed while 37% reported no improvement needed at all. After analyzing the data, we believe that our current process, though not ideal because of current structural building conditions with a limited number of exam rooms, at this point is operating at a high level of performance with overall good client satisfaction for Family Planning Program Services.

ACT

Standardize the Improvement and Establish Future Plans

8. Standardize the Improvement Or Develop New Theory

Continue to implement Customer Satisfaction surveys and conduct analysis for Family Planning Program to ensure current satisfaction is maintained. Look into further improvements with the movement of patients in regards to exam room layout and the multiple numbers of clinics that are run simultaneously on a daily basis.

9. Establish Future Plans

Map out all other Clinical programs and institute customer satisfaction surveys to see if issues exist in other programs related to wait time and overall client satisfaction. Also, share results with other Family Planning Programs so they can look at their current processes to see if proficiency with existing providers can be increased and overall clientele numbers at comparable clinics increase in numbers seen per week. This process also establishes an evaluation program in the other clinical programs we offer, which will assist us in preparation for accreditation.