APPENDIX A: STORYBOARD TEMPLATE

Osceola County Health Department (OsCHD)
1875 Boggy Creek Road, Kissimmee, FL 34744
407-343-2035
300 staff
260,000

Ensuring a Competent Public Health Workforce

Once the drivers and restrainers were identified, we focused on the restraining forces to remove the barriers preventing growth in our employee training program.

4. Identify Potential Solutions

We identified the lack of a training needs assessment as a key barrier. The ETT used an Individual Development Plan (IDP) to obtain the employee’s and their supervisor’s input as to what skills and knowledge they saw as deficiencies. We planned to identify the top three common areas and use those to target initial employee education sessions.

5. Develop an Improvement Theory

If 50% of non-supervisory staff completes IDPs by September 2008, then we will be able to identify three areas of deficiencies common among staff at this level so we can create a coordinated program of continuing education that would contribute to an improvement in skills and knowledge levels in 50% or greater of the participants.

8. Standardize the Improvement or Develop New Theory

PDCA Cycle 2: We took lessons learned from first session to plan next training on billing/coding. Group size reduced to 77 and sound system not a factor. There were no artificial distractions in front of room. 61% of participants submitted post-training survey which increased reliability of results.

9. Establish Future Plans

The ETT will use the lessons learned in the two PDCA cycles to continue developing a coordinated program of continuing education to improve employee skills and knowledge in accordance with their professional needs. Sustainability will be achieved through linkage to OsCHD’s 2008-2013 Strategic Plan and leadership’s commitment to continuing both the employee training / education program and furthering our accreditation preparation efforts as well.