



Quality Improvement Story Board

Title: Meeting Room Reservation Process
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PLAN

Getting Started—(Understanding the Problem)

The “Meeting Room Schedule” file on the Common Drive was meant to be a central location where all staff have access to the Excel calendar document to reserve all three different meeting rooms throughout the calendar year. However, since everyone had access to it, it was easy for someone to schedule over top another reservation or remove a reservation and take a room for themselves. The other issue is that spacing on the Excel calendar allowed for only a few reservations for each day.

Aim Statement

An opportunity exists to improve the Meeting Room Reservation Calendar for all employees of MCHD—it is ineffective. If the Meeting Room Reservation Calendar is maintained by one point person, employees will not have to worry about having their reservation removed and can be assured of a room’s availability just by checking the calendar. If their reservation isn’t removed then they will be more productive by not spending time trying to find a location last minute or rescheduling and contacting participants.

Examine the Current Approach

The Meeting Room Schedule calendar was developed about 3 years ago in an Excel document. The document was placed on the Common Drive. Not everyone had access to the Common Drive to schedule a meeting room. Only one person could use the document at a time so if another employee was scheduling a room and forgot to close out the document, no one else could schedule. The spaces are small so you have to be selective about how you listed your reservation. If there wasn’t enough room to put your name, then no one knew who to ask if they had a conflict in needing a room. Sometimes you reserved a room and then later your reservation would be removed and someone else scheduled the room. Staff grew increasingly frustrated with the process.

Identify Potential Solutions

- Change to a Word document over Excel document.
- Determine if another scheduling program would work better.
- Determine if there is an associated cost with another scheduling program and if everyone could have access to it.
- Utilize one point person to schedule all meeting room reservations.
- Develop a form for meeting room reservations.
- Discuss any possible suggestions with IT personnel.

Improvement Theory

If we do this project, **then** employee satisfaction will increase. If the plan is carried out and staff are trained on how to use the Meeting Room Reservation Form and how to submit the form and to whom, staff can be assured they have the space they require for meetings, trainings, and activities.

DO

Test the Theory

- Compare other scheduling programs and software for price and ease of use.
- Meet with Jeffrey Liles for any suggestions he has, including the software program used at Morehead State University.
- Determine a point-person (Cheryl McCoy) and make sure she is willing to schedule all rooms.
- Have CDP or IT make the calendar read only.
- Develop a form that can be used by everyone to request a room reservation.
- Get approval of the form from the QI Council.
- Add the form to the Document Control Register.
- Educate staff on the process and use of form.
- Ensure any new forms from newly created policies are included.

CHECK

Study the Results

A focus group was held on 3/4/19 with five MCHD staff people that have previously used the form. Users of the Meeting Room Reservation Form and new process have reported that they are able to reserve the needed room without any issues and follow through with their scheduled event with no surprises. Cheryl McCoy who serves as the point person for collecting the forms and scheduling the rooms has had no issues even if more than one person requested the same room for the same day. This is worked out based on the time the request was made and who requested a space first. A couple suggestions were suggested to the form, which were made by Michelle Hill and approved by participants of the focus group.



ACT

Standardize or Develop New Theory

Establishing a process for all staff to reserve the meeting room they need without issues or being bumped will improve work place productivity, employee efficiency, and community relationships with those attending our scheduled events.

Future Plans

The Meeting Room Reservation Form has been placed in the Document Control Register on the Common Drive. All staff were informed at the October 2018 staff meeting where to find the form, how to use the form, and who to submit the form to. Other than some minor revisions to the form, everything is working well for all. If issues arise with the form, the project will be revisited. The form will be reviewed for future edits.