



Quality Improvement Story Board

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PLAN

Getting Started—(Understanding the Problem)

As a result of difficult financial times and changes in the public health landscape, employee morale has declined.

Aim Statement

An opportunity exists to improve employee morale and communication beginning with collecting data from the 2014 Internal Environment Employee Survey and ending with data collected from the 2016 Employee Feedback Survey. This effort should improve productivity, communication and morale for all staff. This process is important to work on now to prevent further decline of employee morale. The baseline measurement is defined as the following metric: decreased job satisfaction.

Examine the Current Approach

Loss of funding which lead to:

- No raises
- Fear of job loss
- Inflexible rule making
- Barrier to advancement

Possible causes of low morale:

- Communication
- Barrier to upper management
- Micromanaging
- Feeling alienated

Identify Potential Solutions

Improve morale by: encouraging breaks, increased visibility of leadership, encouraging employee feedback, team building activities, new break area, increased communication efforts and departmental overview training.

Improvement Theory

By taking steps to address the issues surrounding low employee morale, we will see continued improvement in productivity, employee satisfaction and communication.

DO

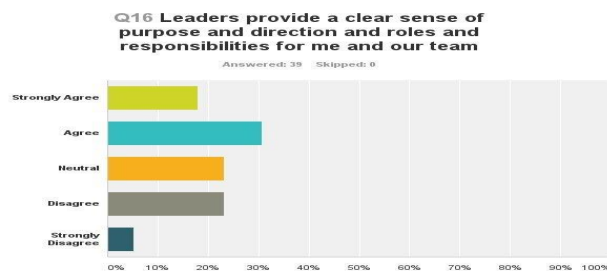
Test the Theory

- This team developed and administered a staff satisfaction survey
- Developed a Communication Plan to increase communication at all levels
- Currently working toward creating an area in the health department to provide a comfortable place for informal discussions among team members and employees
- Increased monthly staff meetings to 1 hour to recognize individual and departmental successes

CHECK

Study the Results

Existing data used for comparison from 2014 MCHD Employee Survey:



Qualitative data collected from a 2015 survey from Director Jan Chamness requesting ideas to improve communication with staff:

- Attend staff/departmental meetings
- Give more information to employees
- One on one time with staff
- Departmental updates in staff meetings
- Increased communication from supervisors to staff
- Morale building ideas: quarterly staff potluck, group activities, utilize walking track as a group, monthly employee spotlight and holiday activities

Samples of Data Collected from 2016 Employee Satisfaction Survey:

What suggestions do you have for improvement of the health department?

Team Leadership Integrity Supervisor Services Continue Respect Position Better Communication

What other issues not included in this survey need to be addressed in this organization?

Positive Communication Months Staff Morale

CT

Standardize or Develop New Theory

By focusing on the interpersonal relationships and team building, we will continue to identify the opportunities to improve employee morale and strengthen our workforce. Our new theory is to remain intentional in our efforts to focus on team building, communication and transparency.



Future Plans

Conduct a MCHD staff satisfaction survey annually and the team building committee will continue to meet monthly.