



## Quality Improvement Story Board

**Title:** HANDS Forms Update

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# PLAN

## Getting Started—(Understanding the Problem)

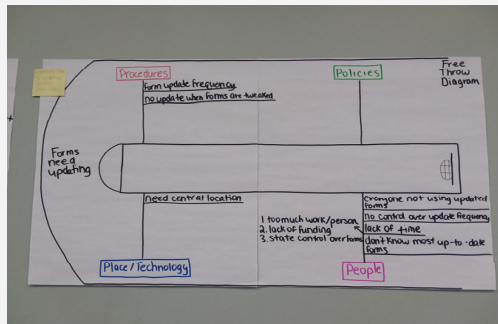
This project was born from a QI March Madness event held for all staff throughout the month of March 2018. QI Project ideas were discussed during HANDS team meetings. The project idea chosen by HANDS staff was updating HANDS forms.

## Aim Statement

HANDS forms need updating by 4/16/2018. All forms will be updated prior to TA visit on 4/23/2018.

## Examine the Current Approach

Looking at the current approach, HANDS staff found that not all team members were using the most up-to-date forms. Therefore, outdated forms needed to be discarded and replaced with the most current forms. The current process needs to be improved to comply with regulations at the state level.



## Identify Potential Solutions

Potential solutions include:

- Updated forms need to be printed off.
- FSWs need to meet with supervisors to replace outdated forms.
- Forms need to be alphabetized.

## Improvement Theory

If all forms were updated and consolidated, then we would be in compliance and increase our productivity.

# DO

## Test the Theory

HANDS Team members were going to discard all outdated forms during their supervision time. Megan will print all current forms and alphabetize forms on the forms shelf.

# CHECK

## Study the Results

Data was available for this project. Feedback from the QA and TA was used as a basis for this project idea, and Megan had attempted to maintain an updated forms list. When the QA came, they found no outdated forms during the chart audits. Team members have voiced that it is faster to locate forms.

# ACT

## Standardize or Develop New Theory

Based on the results, the team's improvement theory has proved to be correct thus far. It will become standard practice for the HANDS team to purge old forms and check for new versions on a regular basis. There should not be as many issues with outdated forms from this point on.

## Future Plans

Megan will continue to check for outdated forms monthly and replace them as needed. Megan will update FSWs at team meetings if any forms were replaced. Supervisors must work with HANDS Team members to ensure they have time to purge old forms and that they are using the most current versions. Should a more effective solution be proposed to keeping forms current and updated, the HANDS Team will revisit the current process.



HANDS Team members participating in the QI March Madness event on 3/8/2018.