



Quality Improvement Story Board

Title: Common Drive

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PLAN

Getting Started—(Understanding the Problem)

The “Documents” file located on the Common Drive is confusing, there are redundant files, and outdated information. Also, it was discovered that many staff were unable to access the drive.

Aim Statement

An opportunity exists to improve the Common Drive, a shared drive for employees of the MCHD. If the Common Drive is improved, the department and employees will benefit through increased efficiency, quality of service, use of resources, reduced waste, improved teamwork and communication, and enhanced employee performance. The purpose is to improve the access to the folders on the common drive and to improve the accuracy of the information in those folders.

Examine the Current Approach

Two “Documents” folders were created on the Common Drive about 5 years ago. The intent was to increase access to certain documents rather than emailing attachments and assuring that final copies were available for all to see. No one is currently responsible for overseeing what goes in those folders, there is improper naming of sub-folders and redundant information, etc.

Identify Potential Solutions

- Clean up folders and clearly identify sub-folders.
- Develop a procedure for assessing folders.
- Identify a point person for posting information in the folders.
- Create an archive folder.
- Determine how to make documents read-only.
- Assign review to team members to determine status and necessity of staff access.
- Find out which staff do not have access to the Common Drive currently.
- Review procedures other health departments follow for their shared drive.

Improvement Theory

If the plan is carried out and staff are trained in how to access the Common Drive, then necessary documents will be current and readily accessible to all staff.

DO

Test the Theory

- 5 Whys exercise was completed to get to the root cause of the disorganized common drive.
- MCHD Docs was renamed to “MCHD Common Drive” since there was confusion among employees of what/where the Common Drive was under its previous name.
- Went from two drives to one (eliminated Administration documents folder).
- Identified categories and established folders.
- Determined if all staff has access to the Common Drive.
- Assigned Common Drive review to project team members to determine status and necessity to access to staff.
- Established a policy with regard to authorization to upload to Common Drive (BOH approved 5/11/18).
- Assigned staff position to oversee Common Drive and be the point person for posting to it.

CHECK

Study the Results

Users of the common drive have reported that now that folders are categorized, it is easier to find the documents they are looking for. Reducing to one drive versus the previous two has simplified things. CDP came and updated each staff member’s computer and made sure the Common Drive is installed on each one. However, some staff reported they still aren’t sure if they have the drive, and it was suggested this may be because they are not sure how to access it.



ACT

Standardize or Develop New Theory

Establishing a process for all staff to access a Common Drive for pertinent information and assigning responsibility to individuals to assure information is current and up-to-date will improve efficiency.

Future Plans

All staff need to know how to access the Common Drive. To do this, consider a “scavenger hunt” that would demonstrate staff know how to access and use the Common Drive. This may be done during an all-staff training day or during a staff meeting.

Common Drive training may be developed and documented so that all staff and new employees have a procedure to follow on how to access and use it.