



Quality Improvement Story Board

Title: Document Control Register

Team Members: Debbie Faulkner, Cheryl McCoy, Rhonda Poe, and Gina Brien



PLAN

Getting Started—(Understanding the Problem)

The “Document Control Register” file on the Common Drive was meant to be a central location for all widely-used forms. However, most forms were outdated, unused, contained the wrong logo, and were not associated with the correct department. It was also noted that very few were aware the register even existed.

Aim Statement

An opportunity exists to improve the Document Control Register for all employees of MCHD. If the Document Control Register is maintained and up to date, employees will be more efficient with time and productivity by knowing exactly where to find needed forms as well as ensuring the most current form is being used. The purpose is to improve access to the most commonly used department-wide forms in order to decrease lost work time searching for a form, creating a form already in existence, duplicating work, or redoing a project if the incorrect form was used.

Examine the Current Approach

A document control register was developed approximately 3-5 years ago. However, it was the idea of one person who initiated it and forms were added for particular departments without discussion if the form was necessary, still in use, and relevant to the entire agency. Forms were given an identification number, but no one was aware of the numbering system and no one knew forms identified were the only ones to be used. The few forms placed on the register were incorrectly identified as to which department they belong to and some departments had no representation on the register.

Identify Potential Solutions

- Clean up the Register Folder.
- Determine what types of forms, documents, etc., should be placed in the folder.
- Identify a point person for posting information in the folders.
- Determine if all forms have the new logo.
- Ensure each form is assigned a number with the appropriate category.
- Create an archive folder.
- Determine if documents should be read-only.
- Discuss with each department supervisor which forms are appropriate to be added and which are out of date.
- Determine if a policy needs to be in existence.

Improvement Theory

If the plan is carried out and staff are trained in how to access the Document Control Register, then necessary forms will be current and readily accessible to all staff.

DO

Test the Theory

- Compared documents in register to documents on common drive for duplicates.
- Removed all documents that are fact sheets, brochures, or policies.
- Removed state-required forms .
- Consulted with department managers for forms to add.
- Ensured correct logo on all.
- Assigned each document a number.
- Assigned a point person to load documents.
- Created a link to each form on the register.
- Ensure any new forms from newly created policies/ plans are included.

CHECK

Study the Results

Users of the Document Control Register have reported that they are able to access needed forms without looking for copies or asking fellow co-workers. By having the forms all in one location, the Common Drive, it creates a centralized location that everyone can have access to.



ACT

Standardize or Develop New Theory

Establishing a process for all staff to access commonly used forms in the Document Control Register will improve work place productivity and employee efficiency as well as the assurance they have the most up to date forms in use.

Future Plans

The use of the Document Control Register is covered under the Common Drive Policy. All current and future staff will need to be made aware of this policy as well as steps for accessing the register and the steps for submitting new or updated forms to be added.