Montgomery County Health Department

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# Quality Improvement Story Board

**Title:** Administration In/Out System

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# PLAN

## Getting Started—(Understanding the Problem)

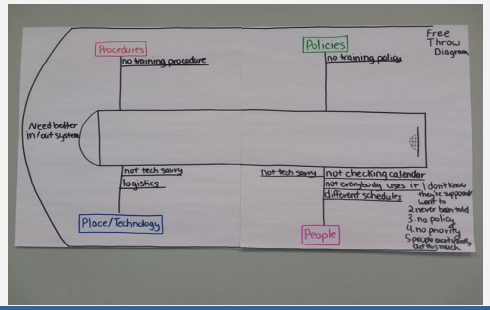
This project was born from a QI March Madness event held for all staff throughout the month of March 2018. QI Project ideas were discussed during meetings of the Administration staff. The project idea chosen by the Administration side was designing a better in/out system.

## Aim Statement

Better communication with outside staff by June 1, 2018. All supervisory staff will use their Outlook calendar to let other managers know when they'll be in/out.

## Examine the Current Approach

Looking at the current approach, Administration staff found that not all team members were using their Outlook calendar nor sharing it with others in their department. This makes it difficult to schedule meetings/manage time and know when staff are going to be in/out of the office. The current process needs to be improved so staff can increase their accountability.




## Identify Potential Solutions

Potential solutions include:

- Train staff on using their Outlook calendar
- Implement another in/out system that may be more effective than the Outlook calendar

## Improvement Theory

**If** we use Outlook, **then** staff will be more informed and rely less on Cheryl.

# DO

## Test the Theory

After further discussing the project, Administration staff decided to purchase small, inexpensive dry erase board calendars that could be displayed on/near staff doors to see if staff use these more effectively than the Outlook calendars. After dry erase boards were purchased in May and displayed for around two months, a survey about their use were sent to all nine staff on the Administration side to collect data on Outlook and dry erase board use, and to see if calendar use improves.

# CHECK

## Study the Results

Nine questions were developed by a subgroup (Cheryl, Emily, Debbie, and Carissa), Debbie put them into Survey Monkey, and Carissa sent the link out to the Administration side. All nine staff completed the survey.

Survey results:

Q1: Is the dry erase board system easy to use?

A1: 9/9 (100%) answered yes

Q2: Are you using the dry erase board on a daily basis?

A2: 8/9 (88.89%) said yes; 1/9 (11.11%) said no

Q3: Do you think the boards are beneficial for those outside of the administration/environmental departments?

A3: 9/9 (100%) answered yes

Q4: What do you think is the intended way of using the dry erase boards (check all that you think apply)?

A4: 5/9 (55.56%) note when you are out of the office only; 3/9 (33.33%) write your full schedule on the board; 3/9 (33.33%) note when you are out of the office or still in house; 4/9 (44.44%) note when your schedule varies from your normal schedule

Q5: Do you notice your coworker's schedules more, and does it make you more aware of them?

A5: 9/9 (100%) answered yes

Q6: Do you think the dry erase boards are more effective than Outlook calendars?

A6: 7/9 (77.78%) said yes, 2/9 (22.22%) said no

Q7: Do you think that employees should be required to share their Outlook calendar (with full details) with other employees in their area?

A7: 5/9 (55.56%) said yes. 4/9 (44.44%) said no

Q8: Have you abandoned the use of Outlook, or are you still using it in addition to the dry erase boards?

A8: 3/9 (33.33%) said I have stopped using my Outlook calendar; 6/9 (66.67%) said I am still using my Outlook calendar in addition to the dry erase board.

Q9: Additional comments on this project?

A9: No; I think it provides a "Quick Glance" to determine our suite mates schedule. I primarily use it to see if someone is going to be in the office for the day. It does not replace the detailed Outlook which should be the standard of practice and would allow optimal efficiency to schedule meetings and other capabilities; I like the boards because you can see at a glance if someone is in or out; I think the dry erase boards have been helpful. Sometimes I forget to write on it, and I know others do too, but overall I think they are a good addition especially for those who don't use their Outlook calendar. I still utilize my Outlook calendar more though, and use the dry erase board as a "Cliff Notes" version of my week, and mainly to note when I am not in the office.

# ACT

## Standardize or Develop New Theory

Based on survey results, the dry erase boards are positively received. There is uncertainty around intended use of the boards. Most are still using their Outlook calendars too, and comments suggest that Outlook calendars should be the standard of practice and dry erase boards the "quick view".

## Future Plans

Training on use of the Outlook calendar should be developed if this will be the standard of practice. Discussion needs to be had among management staff about sharing Outlook calendars with full details amongst each other and their departments. Consider feasibility and potential effectiveness of expanding training on Outlook calendars and/or dry erase boards to all staff in all departments. Should Outlook calendars, dry erase boards, or a more effective solution be definitively identified, the current process will be revisited.