



Local Health Department
Address
Phone Number
Size of Agency/# of Staff
Population Served
Project Title

Project Timeframe

Franklin County Public Health
280 E. Broad St., Columbus, OH 43235
614-525-3160
70 FTE
428,976
Public Health Nuisance Quality Improvement Project:
Phase I
October 2014 – March 2015

PLAN

Identify an opportunity and Plan for Improvement

1. Getting Started

A recent survey of the forty (40) jurisdictions served by FCPH indicated that 64% of them rated public health nuisance investigations as a *critical* service and 36% rated nuisance investigations as an *important, but not critical* service. Overall, the jurisdictions are pleased, but frustrated with the amount of time it takes to respond to complaints. Obstacles facing the program: understaffed; no standard timeframe in which to respond; staff assignments are not divided geographically; multiple program responsibilities; repeat offenders; compliance; and, fatigue with the program.

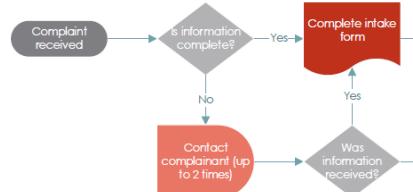
2. Assemble the Team

Chris Copley, Environmental Health Technician
Jed Plank, Environmental Health Technician
Melissa McArthur, Public Health Nuisance Program Supervisor
Lela Anthony, Receptionist
Charlie Broschart, EH Division Manager
Niki Lemin, EH Division Director
Jennie McAdams, Workforce Development Coordinator
Jonathon Dye, Data Analyst

Mission: To improve the Nuisance program by decreasing the amount of time it takes from receipt of complaint to initial visit to the site.

Scope: From the time a complaint is received to the time staff conduct an initial site visit.

3. Examine the Current Approach



Complaints are received from multiple sources in multiple ways. Environmental Health Technicians conduct

observations; the Supervisor performs administrative functions, as well as programmatic and supervisory functions. Varying amounts of information is collected, even though there is one single complaint intake form. A cross-functional flowchart was created and delays identified. A fishbone diagram further examined possible causes for the delays.

4. Identify Potential Solutions

- Gather more complete and accurate information
- Technology (hardware, software)
- Vehicle use policy

5. Develop Improvement Theory

If we increase the completeness and accuracy of the initial intake information, then the number of days until initial site visit will decrease.

DO

Test the Theory for Improvement

6. Test the Theory

The complaint intake form was revised so that staff who received complaints would be prompted to ask the complainant for more information. Pink paper was used as a visual cue to identify those complaints taken during the testing phase: Feb 1-28, 2015.

CHECK

Use Data to Study Results of the Test

7. Check the Results

	Nov. 2014	Feb. 2015	Change
# of Complaints Received	26	30	+15%
# with Initial Site Visit	7	15	+114%
# without Initial Site Visit	19	15	-21%
Avg # of Days for Initial Site Visit	18	9	-50%
# of Complaints Received with Complete Info	15	21	+40%
# of Complaints Received with Accurate Info	24	29	+21%

The average number of days until an initial site visit was conducted decreased by 50%. There was a 40% improvement in the number of complaints received with complete information and a 21% improvement for complaints received with accurate information.

ACT

Standardize the Improvement and Establish Future Plans

8. Standardize the Improvement or Develop New Theory

Continue using the revised form. Change the paper color for each month of year as a visual cue to identify complaints taken each month. Instructions for completing the complaint intake form were also embedded in the body of the form; this was not part of the test, but desirable for the staff.

9. Establish Future Plans

Plans in 2015 include hiring for the vacant Administrative Assistant position, the additional Sanitarian position, exploring technology options and vehicle use policy. This project explored the first phase of nuisance complaint investigation (from the time a complaint is received to the time staff conduct an initial site visit) and focused on the first of three identified areas of improvement: complaint information, technology and policy. The second phase will look at what happens during and after the initial site visit. Before moving on to the second phase, the team agrees that it is imperative that the two staff vacancies be filled and a period of time must pass to allow for training and job duties to be properly aligned as demonstrated in the new flowchart. The team is committed to continuing the project by exploring the other two areas of improvement while staffing requirements are being met.

One important outcome was the development of a new flowchart to reflect hiring of additional staff. The original flowchart: 81 total steps; new flowchart: 37 total steps. Supervisor will transition from 51 steps to 6 steps once new flowchart is implemented.