

QUALITY IMPROVEMENT STORYBOARD



Division/ Program:	Operation Support Division/ Human Resources/ Operations Unit
Project Title:	Improving the LiveScanning Process
Project Timeline:	September 2018 – November 2018
Team Members:	Marlene Acuna, Julia Lemon, Diane Guerrero, Silvia Peters-Dawidowski, Jay Villaluz, Aracely Rivas, Winny (Hong) Tat, Luz Barajas, Robert Garcia, Lakesha Gamble, Michelle Chan, Lisa Fortina, Aracely Rivas

1. Assemble the Team

The DPH HR Operations Unit and supervisor were invited to participate in the QI project. The unit is mainly composed of HR Technicians who utilize an ePAR system to process new, promoted, transferred and restarted employees.

2. Define the Problem/ AIM Statement

The overall AIM of the project is to make the hiring process more efficient and reduce team stress. The team had a brainstorming session and used a Control/Influence chart to prioritize miscommunication involved in the LiveScanning process.

3. Examine the Current Approach

The team utilized a process map of steps taken from when the conditional letter is sent to the candidate to when the candidate takes the LiveScan and found confusion amongst the team as to steps taken for each type of hire (new, transfers, promotions & laterals) to ascertain whether a scan was needed and how scans were scheduled. A baseline flowchart identified 23 steps for a candidate to take a LiveScan which, on average, took 11 days.

4. Identify Potential Solutions

The potential solutions included: 1) diagramming a more efficient flow chart; and 2) updating the Contingent Letter by adding program name, instructions to email the HR Ops email address for an appointment, including the candidates name, PAR # and employee ID # on all internal email subject lines, and emailing as well as sending the conditional letter to the candidates.

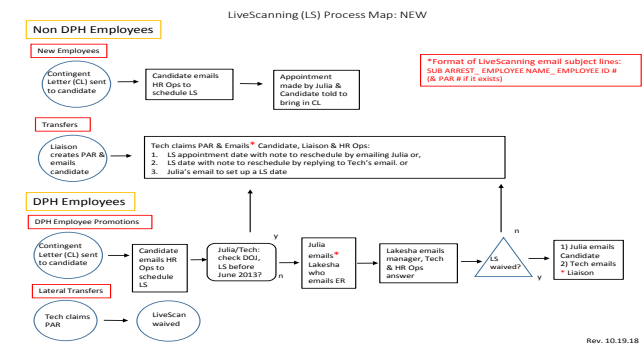
5. PLAN

SMART Goal: By 11/1/18,

- 1) Reduce the number of total number of steps by 25%;
- 2) Reduce the number of days by 50%; and
- 3) Increase internal emails with the correct subject line information from 25% to 50%.

6. DO

The new process map was created and fine-tuned and the contingent letter was updated.



7. STUDY & 8. ACT

Total number of process steps decreased by 39%. Average days from contingent letter sent to LiveScan decreased by 62%. Internal emails following protocol increased by 156%. All three SMART goals were met so the Team decided to adopt all tested strategies.

