

PROGRAM NAME: Office of Women's Health

PROJECT TITLE: Improving Tracking of Services Delivered by the OWH Hotline

DPH STRATEGIC GOAL/OBJ.: Goal 2.4: Ensure that vulnerable populations served by DPH continue to have access to quality services throughout health care reform implementation

PROJECT TIMELINE: September 2013 through December 2013

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PLAN

1. State the Problem

- Through our internal quality review process, it was determined that recorded caller data for the OWH hotline was not accurately reflecting services provided to callers
- Staff expressed that data recording methodology was difficult and antiquated
- Current method of reporting was not timely

2. Assemble the Team
 Research Analyst, Operator staff and Senior Staff (including operator staff supervisor).

AIM Statement
 By Dec. 31 2013, there will be a decrease by 50% in data collection/tracking forms with ≥ 1 error.

3. Examine the Current Approach

- Inaccurate data collection forms
- No internal review of accuracy of data collection form completion by staff
- No ongoing feedback or support provided to operators

4. Identify Potential Solutions

- Receive buy-in from operators, as this is a significant change in their current work process.
- Develop a new data collection form.
- Train operators on correct usage of data collection form.

(continued above)

4. Conduct ongoing review of completed forms to ensure quality data collection.

5. Provide assistance and ongoing feedback to ensure correct data form entry.

5. Develop an improvement theory
 Will an improved data collection form and a coordinated review process result in an improvement in tracking of services provided on the OWH hotline?

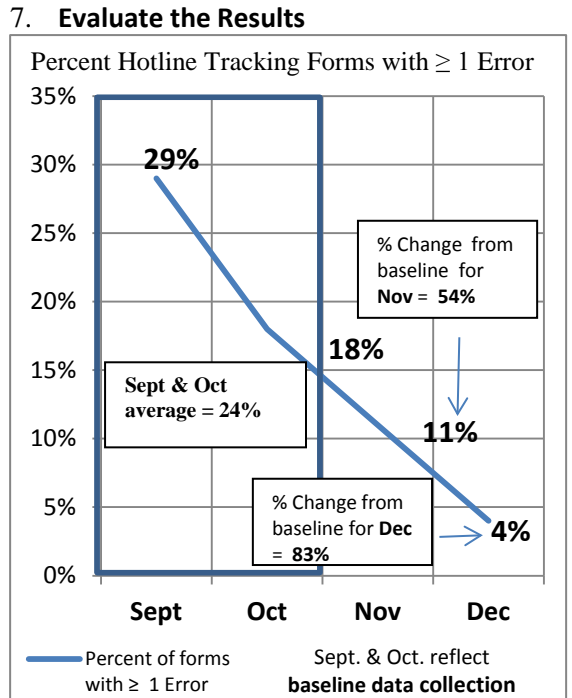
DO

6. Test the theory

- Develop measurement tools
- Collect baseline data
- Conduct training for staff on use of measurement tool
- Collect new data
- Determine source of errors
- Re-train staff
- Provide ongoing support and feedback to staff

Statement of measure	Percent of forms with ≥ 1 error
Target Population:	Phone operators
Numerator:	Number of forms with ≥ 1 error made before & after re-training
Denominator:	Total number of forms before and after re-training
Source of data:	Hotline Tracking forms
Target or Goal:	50% reduction
Frequency of reports to make conclusions and take action	Monthly

STUDY



ACT

8. Standardize the Improvement or Develop New Theory
 Team members will meet on a periodic basis, and the established internal review process will continue, with staff trainings as needed.

9. Establish future plans
 Present results at supervisor meetings for feedback and discuss future improvements such as reviewing the accuracy of data entry from the forms into the computer database.

10. Describe Lessons learned

- Using a team-based approach helped with buy-in from operator staff.
- By assigning specific tasks of the review process to operators, it empowered them and ensured their full participation in the project.

