MCDPH Intranet Makeover QI Project Storyboard
October 2014

PLAN: Identify an Opportunity and Plan for Improvement

1. Getting Started:
As part of a large, governmental bureaucracy, MCDPH staff must rely on policies and procedures, as well as have access to current forms, training opportunities, and program information for efficient and effective functioning. It was also originally intended as a source for communication across the department. Staff reported not using the intranet for either purpose because the site was visually chaotic and difficult to use. Revising the content and structure of the intranet would provide staff the administrative resources necessary to work more efficiently and serve MCDPH communication needs.

2. Assemble the Team:
A QI team consisting six MCDPH staff met several times in person and then communicated in workgroups or by email.

Initial Aim Statement: Employees will be able to find what they need on the intranet (policies, procedures, forms, training, HR, etc.) 100% of the time.

3. Examine the Current Approach:
The team used a fishbone diagram to identify the problems with the current intranet site. The main problem areas identified are: staff don't use it for administrative purposes or to acknowledge staff and program successes, does not promote communication and leads to a lack of coordination across the department, and technology is outdated.

An online survey was administered to staff to identify perceptions of using the intranet and also the most important topic areas to include in a makeover. 160 MCDPH employees responded to the survey with representation from every division. The most common features staff requested were: HR/benefits, access ti policies, forms (including IT), and links to most used sites.
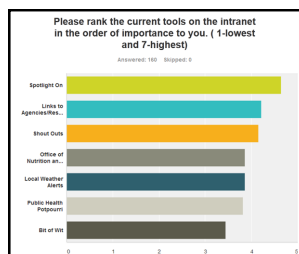
Revised Aim Statement: By 9/30/14 80% of MCDPH Employees will report the intranet as useful for departmental forms, policies, training, employee recognition, news and program updates.

4. Identify Potential Solutions:
The team used an affinity diagram to identify potential solutions to improving the intranet for staff administration and communication.

The main areas identified for improved efficiency include information and access on: HR, cloud/workgroups, worksite wellness, new employee resources, social media, accreditation, IT/OET forms and tips, and legislative and program updates.

Staff then used a priority matrix to discern the items that are important in regards to feasibility. The results are in the following table. The circled items would be included in Phase I of the site.

5. Develop an Improvement Theory:

If MCDPH has an intranet that is visually pleasing, can function across common staff devices, with administrative material and links that staff need for efficient functioning, then staff will use it, be more productive, and more informed about programs and initiatives across the department.

DO: Test the Theory for Improvement

6. Test the Theory:
The prototype for the new intranet was introduced with a "soft" roll out with limited staff access to test for usability and adjust for unintended side effects and non-working links. Staff tested the site and reported feedback and problems to the programmer and team.

STUDY: Use Data to Study Results of the Test

6. Test the Theory:
The new intranet site was rolled out to all department staff through an email by the Public Information Officer. Initial feedback is very positive and staff report high scores in overall appearance, functionality, and the new design which allows for easier access to more information through the use of text boxes and links.

ACT: Standardize the Improvement and Establish Future Plans

8. Standardize the Improvement
The first phase of the intranet is complete with size adjustments across devices with a new and improved look and greater usability. Staff can access policies, procedures, forms, and assistance for human resources, finance, and computer/technical support through two methods: drop down links and also through a "How do I…?" and "Who do I contact" links.

9. Establish Future Plans
Phase II for the intranet include building content in the portals for staff training and new employee information. These will be constructed in accordance with the MCDPH Workforce Development Plan.

The QI team will release a satisfaction survey after the new intranet has been in use for a year to follow up with needed modifications.