



Quality Improvement Storyboard

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PLAN

Background Information

The PCHD Quality Improvement Committee (QIC) selected this project from a staff proposal on the agency survey for QI ideas submissions. This program has undergone several staffing changes in the past few years, and it was recognized that current program staff were unaware of proper procedures to follow. Review of animal bite report data from 1/1/18 to 6/30/18 revealed PCHD visually confirmed animal status following quarantine in only 54% of cases and received current vaccination records to properly release animals from quarantine in only 60% of cases. A need to revise and update the animal bite investigation process and inform and engage stakeholders became clear.

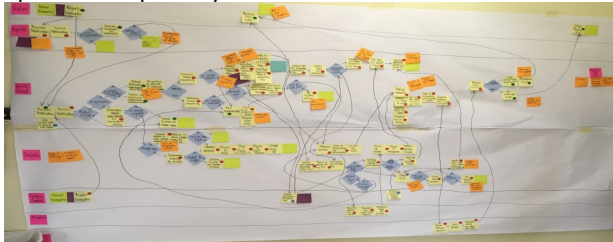


Assemble the Team

The QIC selected team members representing the nursing & environmental divisions currently involved with the process, and the health education division for additional perspective.

Analyze Current Approach

A current-state process map was developed using Lean principles and guidance. Orange post-its were placed on the map at areas identified by the team of being of issue or concern. The team collaboratively assessed all steps in the process and added colored dots for each step on the map to denote value-added, non-value added, and mandated with respect to the primary customer of concern: the bite victim.



A SIPOC analysis was conducted by the team to identify all relevant stakeholders. The team collectively worked on completing a comprehensive Voice of the Customer analysis, to ensure consideration of all needs and expectations of all stakeholders, consulting the process map and the SIPOC for reference, as well as including information gathered by team members in engaging with various stakeholders.

Suppliers	Inputs	Process	Outputs	Customers
Victim	Encounter information	Animal encounter occurs	PCHD recommendations	Victim
Animal owner	Vaccine records	Investigation	Education – (public, reporters, victims, owners)	Community
HCP / Vets (reporters)	Lab results	Appropriate notifications	Results	Animal owner
PCHD Staff	Animal (for testing)	Investigation outcome	Documents – (quarantine/vaccine letter, PEP letter, Report forms, door knocker, orange card)	Vets
ODH	Report(s)			PCHD Staff / BOH
Richardson's	Specimen forms			Dog Warden
Vets (vaccine records)	Specimen packaging			
Dog Warden	Advice (from ODH)			
Law enforcement				

Information on materials and methods of response to animal bites was also gathered from other area health departments and discussions with the Portage County Dog Warden.

Identify Potential Solutions

The team reviewed the orange post-its on the process map, and discussed all issues individually and proposed solutions to address them, collected in a table and subsequently reviewed to determine primary goals to work toward. SMART Objectives were developed and noted on the Team Charter regarding revising the program protocol, updating program forms and letters, creating educational material, and creating and implementing tracking mechanisms to ensure completion of actions and quantify achievement of targets.

Improvement Theory

If education and outreach to bite/exposure victims, animal owners, and reporters is strengthened; and forms, letters, and protocols are updated to ensure accountability of proper actions; then PCHD will achieve greater success with the animal bite investigation program and thus improved rabies prevention and protection of the community.

DO

In accordance with the assessment efforts and determined improvement needs, the team completed the following:

- A comprehensive revised Animal Bite/Exposure and Rabies Prevention Program protocol.
- A revised simplified Animal Bite/Exposure Report form, with spaces for accountability noting of PCHD activities on the bottom half.
- Revision and/or creation of all program letters to be sent to bite victims and animal owners in alignment with the revised program protocol. (All include the Health Commissioner's electronic signature to expedite sending.) Suggested revisions to align the quarantine notice letters sent by the Dog Warden were also provided to them.

- Creation of a 2-sided information sheet to be provided at initial contact with bite victims and animal owners to stress the significance of the incident and requirements. This sheet will also be distributed to common reporters.
- Creation of an Excel database to account for and track all information and actions taken for each reported animal bite case, in alignment with the revised program protocol.
- Establishment of folders under F:/Rabies on the agency F drive to house all Rabies Prevention/Animal Bite program materials, activities, and case documents to be filed by assigned case numbers per the revised program protocol.

Efforts to provide additional training, resources, and information; and to ensure relevant updates to staff, reporters and other community stakeholders will be carried out as program improvements are fully implemented.



STUDY

Associated program staff will assess the usage and success of the developed program improvements throughout the first quarter of implementation.

Additional information and issues noted by stakeholders throughout this period will be compiled for review by this QI project team for discussion at a meeting to be scheduled following the first quarter of implementation.

The developed tracking database will provide a full scope tool to assess the success of the improvements and provide accountability toward all activities of PCHD and stakeholders throughout all animal bite case investigations.

Data compiled in the database will be reviewed for achievement of objective targets related to end of quarantine observation, vaccination record receipt, and PEP follow-up.

ACT

This QI project team, working with associated program staff, will review all assessment information, stakeholder feedback, tracking efforts, and compiled data to determine any needed changes to the program protocol, forms, educational efforts, etc. Revisions will be completed as indicated.