

# Portage County Health District - The Time Trackers Quality Improvement Storyboard



Team Sponsor: Joseph Diorio

Team: Debbie Stall (Leader), Judi Rettig (Member), Lindsey Smith (Member), Ali Mitchell (Member), Carol Pillsbury (Member), Julie Klusty (Member)

## PLAN

### Background Information

Staff time was tracked by various methods for each division. Our team was to come up with an opportunity to provide a standardized format of tracking time for the entire staff.

### Assemble the Team

The QIC selected team members focusing on representation from all divisions within the Health District, since all staff track their time some way or another.

### Performance Improvement AIM

The team will review all agency methods of tracking time for staff and develop a standardized format by May 31, 2017. (A multi-day event is required)

### Strategic Alignment

(2.4.1) The tracking of staff time includes the use of software/data systems such as HDIS and MUNIS.

### SMART Objectives were developed:

Measure how much time spent on payroll.

Develop a time tracking form that could be used universally for the staff.

Provide a form that had staff and directors signature to hold staff accountable for time.

Provide a staff training on how to use the new tracking form system.

## 1st Draft

## 2nd Draft

### Analyze Current Approach:

We first looked at how each division track their time to get paid. Environmental seemed to be the easiest because their time was tracked in percentages. Nursing and Health Education had to deal with grants. Some were deliverables and some grants didn't require that. We also needed to come up with a tracking system of time taken off (personal, sick, vacation, comp/flex, misc.) We ended up having 2 drafts of time tracking sheets.

## DO

When rolling out the new time tracking sheet we knew that it was going to be difficult for people to get used to. These time sheets had to be filled out for what employees worked every two weeks. Signed by them, and verified by directors and turned in for payroll no later than the Monday after the payroll end date. The Time trackers team wanted to get acclimated in June 2017 and launch the tracking sheet July 2017. In that way we would have 6 months data the old tracking system and 6 months in the new tracking system.

## STUDY

During the rollout of the new tracking sheet. We had lack of cooperation from staff at first. There were questions on how to fill out the sheet. Debbie Stall who was the leader of the time trackers had a separate meeting again with each divisions on how to go over time tracking and payroll reporting. The time sheet was also a way to help staff balance their own hours and time that is taken off within the pay period.

## ACT

The time sheet has been modified a few different times. We always had the 2nd draft but we kept coming back to the table seeing what we could change and modify to make it easier. We added a column for "total hours worked" and another column for "hours paid" we then added a 3rd column for "extra hours earned". It has helped payroll balance out employees time off and making sure everything adds off. Debbie has been able to see if people were off sick and but didn't fill out sick slips through these forms.