

Portage County Health District - The Small Potatoes Quality Improvement Storyboard



Team Sponsor: Joseph Diorio/Justin Rechichar

Facilitator: Becky Lehman

Team: Beth Ahrens (Leader), Kim Plough (Member), Kevin Watson (Member), Will Duck (Member), Debbie Wine (Member)

PLAN

Background Information

The PCHD temporary food license fees have seen an increase in recent years. Agency discussions have been held regarding the need to ensure these fees are kept to as reasonable a cost as possible to best serve our customers as well as cover our costs. State-mandated cost-methodologies dictate how fees are calculated, and the Board of Health already subsidizes a portion of the fees. The Quality Improvement Committee (QIC) selected this project and authorized the use of a Kaizen event to consider changes to the temporary food licensing process that could result in the reduction of the fees.

Assemble the Team

The QIC selected team members focusing on representation from the environmental and finance divisions with the largest role in the food programs. For an outside perspective and additional guidance, representation was added from the health education division

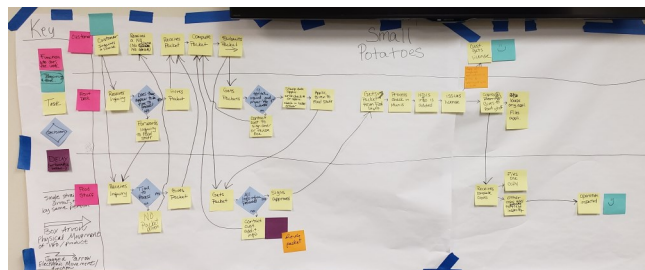
Performance Improvement AIM

Identify areas/elements during the temporary food licensing/application process where increased efficiency and reduction of staff time expenditure can be implemented.

Analyze Current Approach

A current-state process map was developed using Lean principles and guidance. Review of this process map revealed that there were few opportunities to revise the steps in licensing. Minor recommendations were considered and implemented.

Process Map



In assessing the current data and brainstorming improvement opportunities, it was determined that there are deficiencies in the current licensing application packet that yield staff spending extra unnecessary time with applicants explaining what is needed and gaining additional information. Revising the licensing application packet to provide clear education and corresponding instruction to the applicant on what information they need to provide was deemed to be the primary method by which this time could be saved.

Resultant SMART Objectives were developed:

- By March 15th, create/update temporary food licensing application packet.
- By April 15th, create a written policy/procedure for staff to utilize in licensing temporary food facilities.

DO

In accordance with determined improvement needs, the following were accomplished:

- A comprehensive revised temporary food license application and guidance packet was created
- The revised packet was distributed for initial use beginning early into the 2018 license period.
- A written licensing procedure was developed for staff to adhere to, and was implemented incorporating the determined minor revisions to the former process followed.

- Additional recommendations beyond the scope of this QI project were developed to further assist management with methods to reduce fees.

STUDY

Initial staff and customer response to the revised materials has been positive.

The new temporary food licensing application packet provides education and guidance designed to limit extraneous staff time spent. As such, it is imperative that food program staff ensure use of the new packet by applicants. Annually-returning as well as new applicants will be surveyed for feedback on the materials.

Food program staff and management will keep a written record of staff and customer feedback received as well as recorded observations regarding staff and customer usage of the new materials, throughout the temporary licensing season (ending November 2018.) Issues and needed corrections will be noted.

Additionally, tracking of staff time through HDIS will continue to provide data on any time savings achieved in the program.

ACT

This QI project team will reconvene following the conclusion of the temporary licensing period to review and evaluate the collected information garnered through staff and customer usage of the new materials.

Accordingly, prior to the next licensing period, the temporary food licensing packet and written procedure will be amended as needed per the continuous PDSA cycle.