



**PORTAGE COUNTY COMBINED GENERAL HEALTH DISTRICT (PCHD)
705 OAKWOOD ST, RAVENNA, OHIO 44266**

Team Name: #TeamFeedback		Project Title: Customer Satisfaction Feedback	
Problem / Opportunity Statement: Customer focus is a key part of the agency Performance Management system. To evaluate the effectiveness and efficiency of the agencies work, it is essential to identify customers and stakeholders (internal/external). The agency needs a process to capture and analyze customer feedback in order to address the expectations of various public health customers. A process must be identified to document results and actions taken based on the collection, analysis, and conclusions drawn from feedback from customer groups.			
Team Sponsor: Joseph Diorio		Target Division/Process Improvement Area: Agency-wide	
Performance Improvement AIM (Mission): Solicit customer feedback. Document, analyze and determine conclusions in order to address customer expectations.			
Strategic Alignment: Alignment with Performance Management System (PHAB 9.1.4) and Strategic plan Objective 1.4			
Team Members:		Roles and Responsibilities:	
1. Justin Rechichar		Leader	
2. Becky Lehman		Facilitator	
3. Andy Bull		Team Member	
4. Ali Mitchell		Team Member	
5. Kim Plough		Team Member	
6. Julie Klusty		Team Member	
7. Bridget Rinehart		Team Member	
8. Beth Ahrens		Team Member	
Scope (Boundaries)/Team Authority: Determine a delivery, collection, and analysis method(s) of customer feedback. One-day KAISEN event.			
Customers (primary and other):		Customer Needs Addressed:	
1. External		Expectations are met	
2. Internal		Awareness of survey submittal process	
3.			
Objectives: SMART - Specific, Measurable, Achievable, Relevant, Time-Framed			
PCHD Health Ed Division will create and print postcard survey as well as an electronic survey for the website (using the same survey questions); ready for distribution by July 1, 2019.			
To increase the amount of customer response feedback surveys received by PCHD by 150% by August 31, 2019.			
Administration will communicate/promote with staff the roll out of the new customer satisfaction survey tool by June 20, 2019.			
Improvement Theory: To collect, analyze, and draw conclusions from customer feedback groups.			
Success Metrics (Measures): Postcards: To receive 20 out of 100 survey postcards through a strategic distribution amongst divisions.			
Kiosks/iPads: To receive 20 surveys through strategic placement of the iPad throughout the department.			
Website: To receive 5 surveys within the month of July from website traffic and email signature change.			
PDSA Timeline:		Projected Date Completed:	Actual Date Completed:
Plan: Create/streamline survey postcards and website. Communicate with staff; share questions and ask for feedback.		By July 1, 2019	July 1, 2019
Do: Distribute postcards. Collect postcards. Bridget will enter data from surveys into SurveyMonkey as received. Demo using the iPad for surveys in the office; using alternate staff member.		July 31, 2019	August 5, 2019
Study: Analyze results from customer satisfaction surveys using SurveyMonkey reports.		August 16, 2019	October 21, 2019

Act: Outcomes-Daily: review returned postcards, provide follow-up as needed. Monthly: QI Team meets monthly to review, SWOT analysis and create action plan as needed. Results will be shared to all staff and Board of Health. Use results to identify staff trainings within WFD.	September 6, 2019	October 22, 2019
Considerations (Assumptions/Constraints/Obstacles/Risks): External and Internal buy-in, US mail system, budget		
Needed/Available Resources: postcards, postage, external and internal participants, iPads, phone system		
Meeting Frequency/Duration & Team Member Time Commitments: monthly meetings (Thursday mornings)		
Communication Plan (Who, How, and When): Initial: communication plan to staff during June 20 th staff meeting		

QI Team Charter