



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

Team Name: Travelers		Project Title: Foreign Travel Clinic	
Problem / Opportunity Statement: Current travel vaccine process involves several steps and is not always convenient for the customers.			
Team Sponsor: Joseph Diorio, Health Commissioner		Target Division/Process Improvement Area: Nursing	
Performance Improvement AIM (Mission): To develop and implement a process to provide community members with appropriate and efficient travel services to include: education, disease prevention and vaccinations by June 2017.			
Strategic Alignment: Communication and Education (objective 3.3); Access to Care (objective 5.2)			
Team Members:		Roles and Responsibilities:	
1. Susie Forgacs		Leader (Nursing)	
2. Rosemary Ferraro		Facilitator	
3.		Scribe	
4. Judi Rettig		Team Member; Fiscal (QI Leader)	
5. Justin Rechichar		Team Member; Environmental (QI Leader)	
6. Kerry McKeen		Team Member; Nursing	
7. Melissa Stranathan		Team Member; Administration (QI Leader)	
8.			
9.			
Scope (Boundaries)/Team Authority: Using existing personnel and resources, develop a travel clinic process that is efficient for customers and staff.			
Customers (primary and other):		Customer Needs Addressed:	
1. Community members		Education, vaccinations, malaria prescriptions, timely	
2. Nursing division		Stream-lined process, best use of personnel time	
3. PCHD Administration		Fiscal responsible; effective time-management of resources	
Objectives: SMART - Specific, Measurable, Achievable, Relevant, Time-Framed			
<ol style="list-style-type: none"> 1. Decrease the amount of time spent by customers and staff for the travel clinic process by 25% by the end of 2017. 2. Increase the number of travel clinic customers by 10% by the end of 2017. 3. Review provided educational materials every 6 months to assure that they are current. 			
Improvement Theory:			
Success Metrics (Measures): Documentation of number of customers and time spent will meet or exceed objectives.			
PDSA Timeline:		Projected Date Completed:	Actual Date Completed:
Plan: Develop a travel clinic plan		June 2017	March 3, 2017
Do: Implement plan		June 2017	March 6, 2017
Study: Gather data and evaluate procedure		September 2017	Scheduled for 5/12/17 but clinic canceled; meeting N/A
Act: Create formalized policy or revise and amend and implement revised procedure.		September 2017	N/A
Considerations (Assumptions/Constraints/Obstacles/Risks): Need to survey past travel clinic clients to gather their opinions and suggestions for the process; survey created 12/14/17 and mailed. Will meet again after at least 25% return of surveys.			
Needed/Available Resources: none			
Available resources: Paper, white boards, markers, dots, sticky notes, roll paper (for mapping)			
Needed resources: current travel forms, educational materials, vaccine costs, snacks			
Meeting Frequency/Duration & Team Member Time Commitments: Next meeting will be 3 hours to start the mapping process.; will meet every 3-4 weeks			

Communication Plan (Who, How, and When): Email amongst team

QI Team Charter