



# Cecil County Health Department

Date: 01/8/16

**Quality Improvement Story Board for:**  
Creating an consistent and current program to orient new hires into CCHD.

**Team Leader:**  
**Jen VanLandingham**

**Team Members: Bonnie Ryan, Dale Smith, Donna Johnson, Gabe Alli, Robin England, Lisa Pennell, Paula Ball, Carmen Jordan, Susan Sawyers**

**Administration**  
**Onboarding**

## Plan

Identify an Opportunity and Plan for Improvement

### 1. Develop AIM Statement

By October 1, 2015, The Cecil County Health Department will redesign the orientation process to better engage and empower new hires, volunteers, and interns. Success will be measured through having 100% of new staff answer "Agree" or "Strongly Agree" on the following follow-up survey questions: "I felt that the Division Introduction Portion of the Onboarding process was informative and useful.", "I felt that the HIPAA and IT Portion of the Onboarding process was informative and useful.", "I felt that the Training Requirements Portion of the Onboarding process was informative and useful.", "I felt that the Public Health Portion of the Onboarding process was informative and useful.", "I felt that the State Employment Portion of the Onboarding process was informative and useful.", and "I understand my role in the division."

### 2. Assemble QI Team

Jen VanLandingham, Bonnie Ryan, Dale Smith, Donna Johnson, Gabe Alli, Robin England, Lisa Pennell, Paula Ball, Carmen Jordan, Susan Sawyers

### 3. Examine the Current Approach

Fishbone Diagram, attached.  
Control-Influence Diagram, attached.

### 4. Identify Potential Solutions

- Create checklist.
- Brainstormed a comprehensive list to identify all key topics.
- Online resources to replace paper handbook.
- Use source documents to avoid dated materials.
- Pay attention to engagement to ensure staff is not ignored.
- Establish means to keep multiple groups informed ( e.g IT, Emp Health)

### 5. Develop an Improvement Theory

By creating an inclusive, connected, and current onboarding program, CCHD will engage new staff in our mission and empower staff to be successful.

## Do

Test the Improvement Theory

### 6. Test Theory

- Created a new online presentation.
- Developed an onboarding checklist.
- Compiled an online resource that points to source documents.
- Created test for evaluation.
- Ran a pilot using existing employee.
- After the pilot, implemented the new orientation process for all new hires.

## Study

Review Data and Evaluate Results

### 7. Study the Results

Pilot program yielded improvement to organization in the BBS\Onboarding and the Google Sheet.

Overall, extremely positive with information and format.

Seven new hires completed the orientation over a one year period: 100% of participants "Agreed" or "Strongly Agreed" that "the Division Introduction portion of the Onboarding process was informative and useful", "the Public Health portion of the Onboarding process was informative and useful", and "I understand my role in my division." (Survey results attached).

## Act

Standardize the Improvement and Establish Future Plans

### 8. Decide next steps: Adopt, Adapt or Abandon

- Adopt.
- Educate supervisors and management in new tools and expectations.
- Opted for an evaluation of tools and process vs the test of newfound knowledge.

### 9. Establish Future Plans

- Divisional QI projects to create a similar approach within each Division.
- Pursue additional resource to finish the personalized welcomes for the Health Officer, Deputy Health Officer, Administration, Communicable Health Services, Health Promotion and Emergency Preparedness.
- Use foundation as resource for talks to local high schools' career day.
- Get volunteer staff to provide tours that had previously been managed by CQuIC.