

Kaizen Action Items

Team: The Survey Squad						Date: July 18, 2013
No.	Action/Suggestion/ Recommendation	Person Responsible	Date/Time Due	% Complete		Resolution/Status
1	Get HD Draft Brochure	Roxana	7/26/13	75%		Need to get finalized. Check reading level.
2	Check AA for clinic programs	Casey & Wendy	7/16/13	100%		Complete. No specific requirements.
3	Volume in Clinic	Jamie	7/15/13	100%		Complete. 130/week average in Clinic; 53/week average in WIC
4	Who owns current community/customer survey process? Robin for Consumer and Heo for Community survey.	Roxana	7/15/13	100%		Complete
5	WIC's Numbers	Jamie	7/15/13	100%		Complete
6	Community Survey-add note about return to school. Shorten 1st paragraph. Check reading scale.get Spanish version	Laura	8/1/13	100%		Complete
	Consumer survey-Add locations, check reading scale, eliminate question mark, change overall choice scale	Laura	7/16/13	100%		Complete
8	Add Community Survey dates in PA Plan. Add community Survey for NR. Consumer survey to events calender.	Laura	7/17/13	100%		Complete
9	Contact Debbie Dutton- see about adding community survey to this packet for 1 grade level only at all ES in DCS. Ask on how best to label to get it back from parents.	Roxana	7/17/13	100%		Complete

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10	Contact Amy M with Health Wt TF- add community surveys to the Hispanic work group	Roxana	7/17/13	50%		Amy has been emailed, no response yet. Amy restruned email- this group has not meet yet.
11	Draft P&P for Community and Consumer surveys.	Laura & Casey	7/17/13	100%		Approved
12	Draft checklist for Robin for completion of consumer clinic survey and provided to Robin	Josh, Wendy & Janie	7/17/13	100%		Complete
13	Draft Data reporting system plan	Anna	TBD	100%		Done
14	Develop Community Survey in survey monkey for website and facebook link and post.	Anna/Laura	7/17/13	100%		Complete
15	Table in lobby for "consumer Appreciation day"	Jamie	TBD	0%		Follow up with discussion
16	Create Tool Kit for Clinic staff for consumer survey dates	Laura	7/17/13	100%		Complete
17	Print out health department brochure (how many?)	Laura	7/18/13	0%		Waiting on brochure
18	Staff communication plan	Team	8/31/13	0%		Send out email to HD Share info
19	Setting up staff communication board in clinic	Laura/Roxana	TBD	0%		

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20	Post QI survey to staff	Team	12/1/13	0%		
21	Send Community survey out in school packets, enter and analyzes data, and share data	HEO	10/1/13	10%		
22	Conduct Patient Satisfaction Week Sept 16, 2013, collect, enter, analyze and share data	Clinic	9/16/13	0%		
23	Develop a Community Survey toolkit for events	Laura	8/10/13	0%		
24	Develop a Staff Input Survey and schedule	Anna/Laura	11/30/13	0%		