

Quality Improvement Storyboard



Aim:

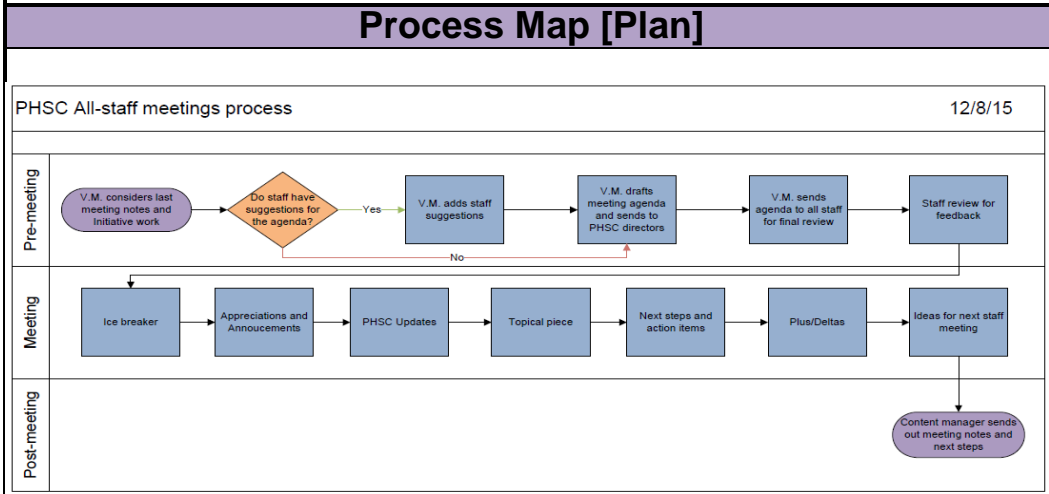
Improve staff perception of value from Public Health Service Center staff meetings by at least 10% points as measured by staff perception of value on a scale of 1(not valuable) - 5 (very valuable) by 3/31/16



Customer:	PHSC staff	Start:	12/8/2015
Team Leader:	V.M.	QI Mentor:	Osagie, Ann

Team Members			
V.M.	R.G.	T.P.	M.S.H.
C.P.	J.C.	M.M.	J.C.
A.B.			

Opportunity Alignment [Plan]		
The Public Health Service Center (PHSC) would like to improve staff satisfaction and perception of value from staff meetings. This would also improve intra-office communication and reduce silos among the three sub-offices. This project is applicable to other PHSC and offices; align with the PHSC's purpose; promotes racial justice and health equity; increases efficiency; increases effectiveness; increases customer satisfaction		



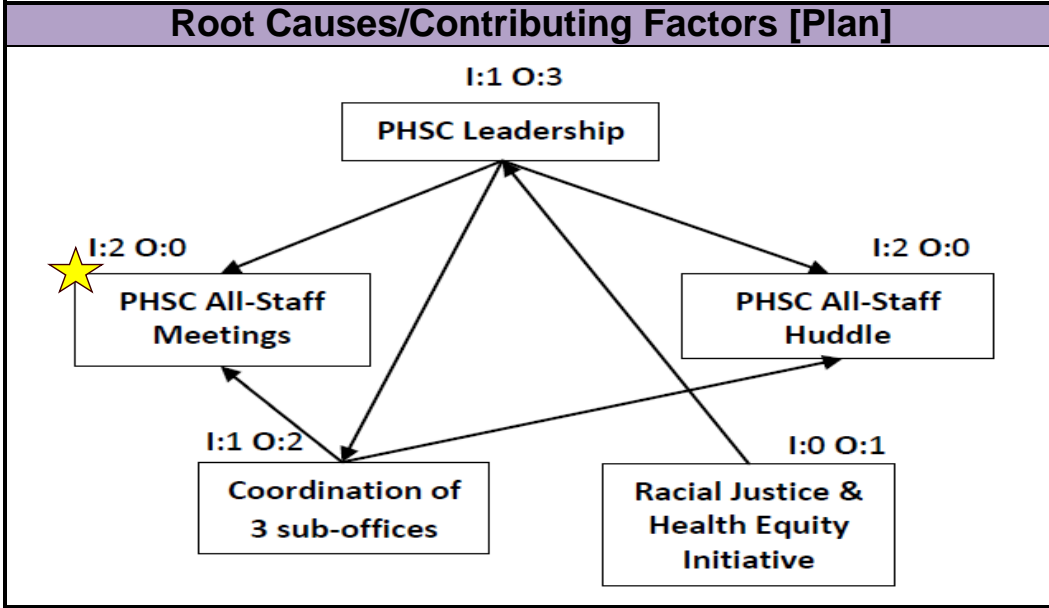
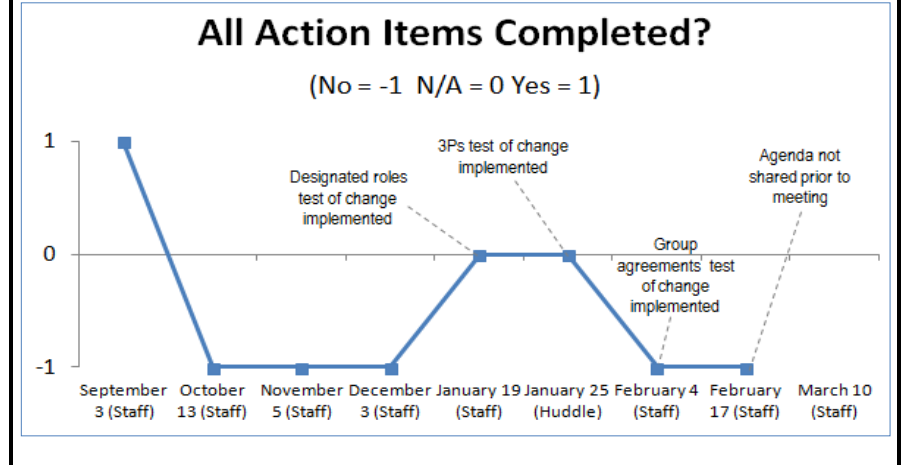
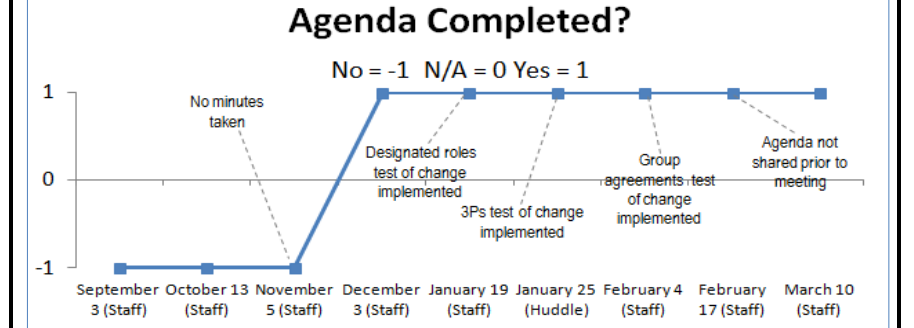
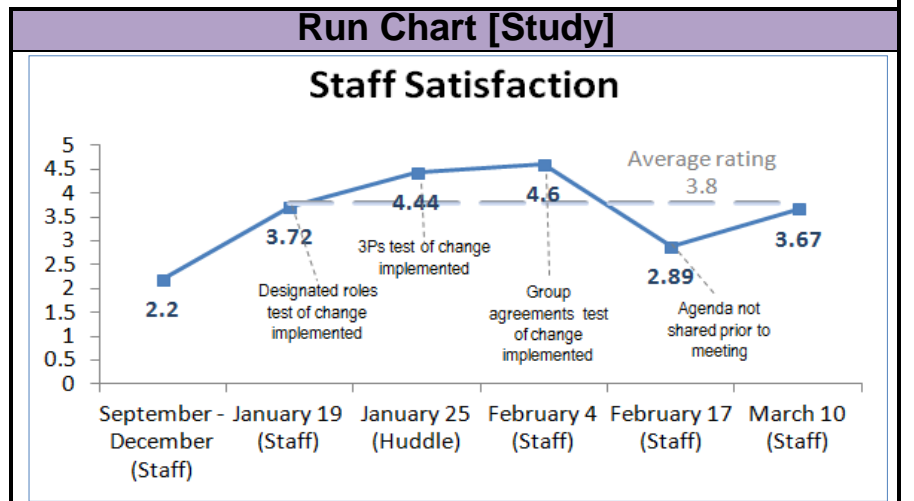
Do		
Designated roles for facilitator, presenter, content manager and time keeper on each agenda item	V.M.	1/19/2016
Utilize the '3Ps' (purpose, process, product) to introduce each agenda item	M.M.	1/25/2016
Group agreements for participating in meetings	T.P.	2/4/2016

Root Causes/Contributing factors [Plan]

PHSC All Staff Meetings Affinity Diagram 12/8/15

<p>PHSC Leadership</p> <ul style="list-style-type: none"> Are there ways to streamline the way ahead? What is the relationship with Boston city hall? How often are decisions made without staff input? What is the role of directors in communication and leadership? How will things be different with a new Executive Director? 	<p>PHSC All-Staff Meetings</p> <ul style="list-style-type: none"> Can all of our staff meetings be planning meetings? How can we maximize staff meeting usefulness? How frequent should we be meeting? Why? How do we determine? How do we select topic areas for staff meetings? How do we frame this within our larger mission? Can we debrief biweekly on how our communication is going?
<p>PHSC All-Staff Huddle</p> <ul style="list-style-type: none"> Could we do a staff retreat every 6 months? What is the value/expectation/purpose of huddle? Should the huddle be status updates from staff on work? Can we do more teambuilding to increase communication? How often should PHSC leadership meet? 	<p>Organization-wide efforts</p> <ul style="list-style-type: none"> Is it necessary for all staff to attend Coordinating Committee (CC) meetings? What is relationship to CC? What distinguishes the function of PHSC from the CC? Where does Lesbian, Gay, Bisexual, Trans, and Queer health fit into PHSC? How to improve the big picture and how we fit? What is decision-making process for CC?
<p>Coordination of 3 sub-offices</p> <ul style="list-style-type: none"> What happened to policy part of office? What can we do to improve lateral communication? How do we have timely up-to-date (constant) intra-office communication? How can we eliminate silos without duplicating efforts that are redundant? What is overlap between communication and technical assistance that we are supposed to be providing? If you share updates about your work and need for support is there an expectation of shared responsibility? What's the best approach to sharing information across the three sub-offices? How can interns be better integrated? How to close feedback loop so all staff are reporting back on progress? How does each sub-office interact with each Bureau/section? How does each sub-office communicate within standing commission-wide meetings? Will it be possible to have a PHSC dashboard? 	

Measure(s) [Do]	
1	Meeting agenda completed [yes or no]
2	Next steps completed [yes or no]
3	Staff perception of value [scale of 1-5]



Act		
Action	Who	When
Adopt designated roles on meeting agendas	V.M.	3/31/2016
Adopt '3Ps' before every agenda item	V.M.	3/31/2016
Adopt group agreements and reference every meeting	V.M.	3/31/2016

Lessons Learned	
1	Importance of documentation
2	Importance and value of trying one small test at a time
3	Shared process where everyone on the team is allowed to be critical/open to changes in the process