

Philadelphia Department of Public Health

Onboarding Process Improvement QI Project, Multivoting Results

November 9, 2016, 2:00-3:30 PM



Attendees: Alexandria Bentley, Michael Bojazi, Jibin George, Diane Hodges, Karen Hyers, Sylvia Jarvis-Mack, Naomi Mirowitz, Shannon Patterson, Cambridge Raynor, Emily Turturici, Maineva White, Alvina Woodland, and Alicia Wright-Lewis

1. Multivoting Technique Exercise

- a. Multivoting technique exercise was used allow the team to quickly come to consensus on the factors contributing to the problem statement and on possible solutions. The team individually brainstormed, then grouped similar ideas together. Individual, anonymous voting was used to determine consensus.
- b. The team generated the following list of factors contributing to the problem statement:
 - i. Not enough staff
 - ii. Questions and answers (e.g., civil service related)
 - iii. Paperwork explanations and corrections
 - iv. Communication between Hiring and Staffing and Transactions Units
 - v. Out of date processes
 - vi. Candidate ill-prepared
- c. Multivoting result: Individual, anonymous voting determined that the team considers “Out of date processes” to be the main reason onboarding appointments take over an hour.
- d. The team generate the following list of possible solutions to reduce onboarding appointment time:
 - i. Batch processing
 - ii. Add necessary information to the notice of transaction (i.e., DOB, driver’s license, SSN)
 - iii. Have candidates complete paperwork on own
- e. Multivoting result: Individual, anonymous voting determined that the team considers “Batch processing” to be the best solution to eliminate out of date processes and reduce onboarding appointment time.