OWH's Performance Improvement Project

"Improving Tracking of Services Delivered by the OWH Hotline"

Fred Dominguez, Research Analyst,

Office of Women's Health

Background on OWH's Phone Hotline

- Has been in existence for over 10 years
- Seven operators answer phones five days a week from 8 am to 6 pm
- Main services provided include:
  - Education
  - Appointments
  - Referrals
 - Linking clients to health care services

Identifying the Problem

- Our internal data review of hotline tracking reports indicated discrepancies in the data

- Presented as an opportunity to conduct a PI project
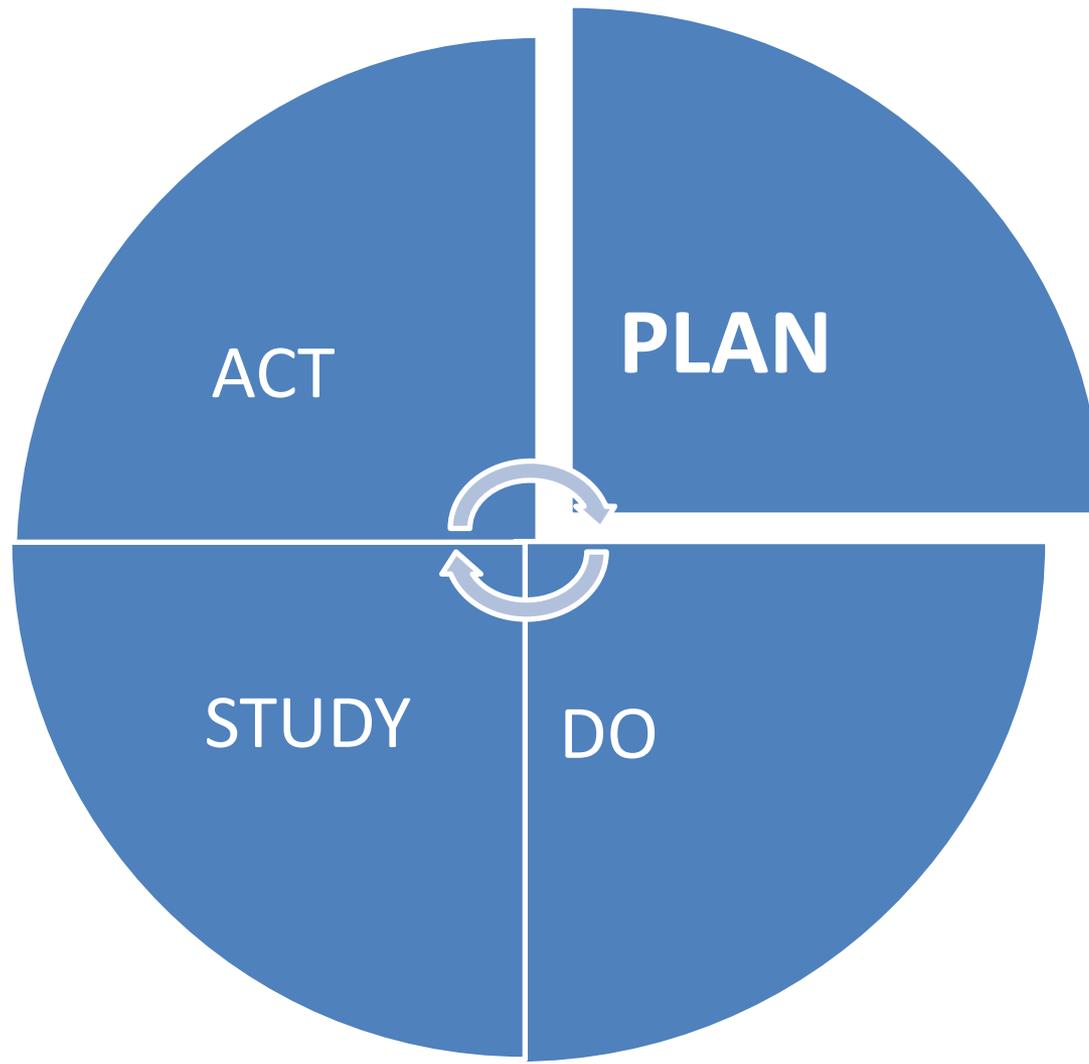
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PLAN

- # State the problem
  - Data collection methodology flawed
  - Inconsistent and untimely data

- # Assemble the Team
  - Research Analyst, Hotline staff and Senior staff

- # Examine the Current Approach
  - Inaccurate data collection forms
  - No internal review process
 - No ongoing feedback to staff

PLAN

- Identify Potential Solutions
  - Buy-in from staff
  - New data collection form
  - Ongoing training, review and feedback
- Develop an improvement theory
- AIM Statement

"By Dec. 31 2013, there will be a decrease by 50% in data collection/ tracking forms with ≥ 1 error"

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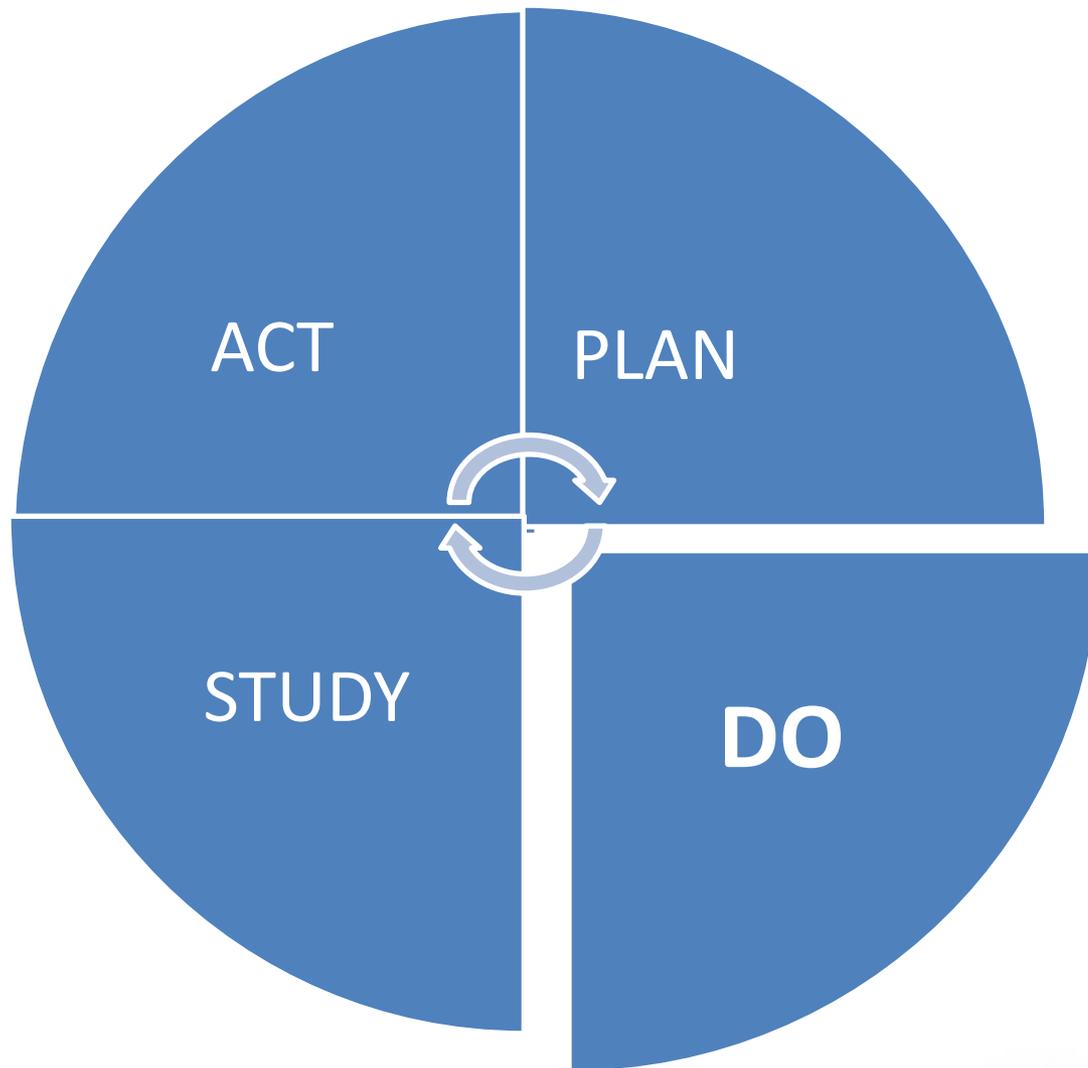
DO

Test the theory

- Develop measurement tools

- Collect baseline data

- Conduct training for staff on use of measurement tool

- Collect new data

- Determine source of errors

- Re-train staff

- Provide ongoing support and feedback to staff

DO

Statement of measure:	Percent of forms with ≥ 1 error
Target Population:	Phone operators
Numerator:	Number of forms with ≥ 1 error made before & after re-training before & after re-training
Denominator:	Total number of forms before and after re-training
Source of data:	Hotline Tracking forms
Target or Goal:	50% reduction
Frequency of reports to make conclusions and take action	Monthly

COUNTY OF LOS ANGELES
Public Health
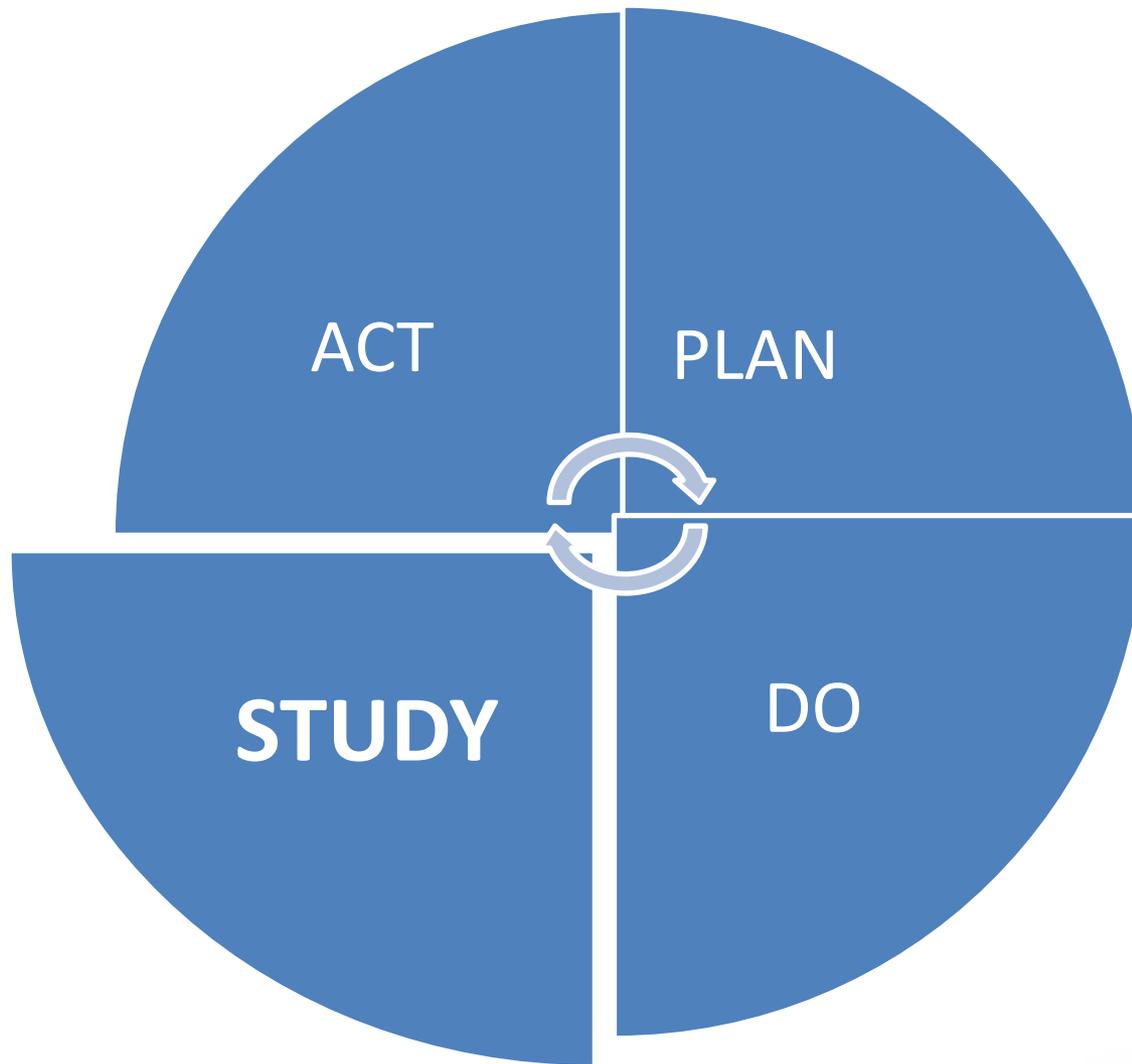
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STUDY

Evaluate the Results

Percent Hotline Tracking Forms with ≥ 1 Error

29%

18%

Sept & Oct average = **24%**

11%

4%

Sept | Oct | Nov | Dec
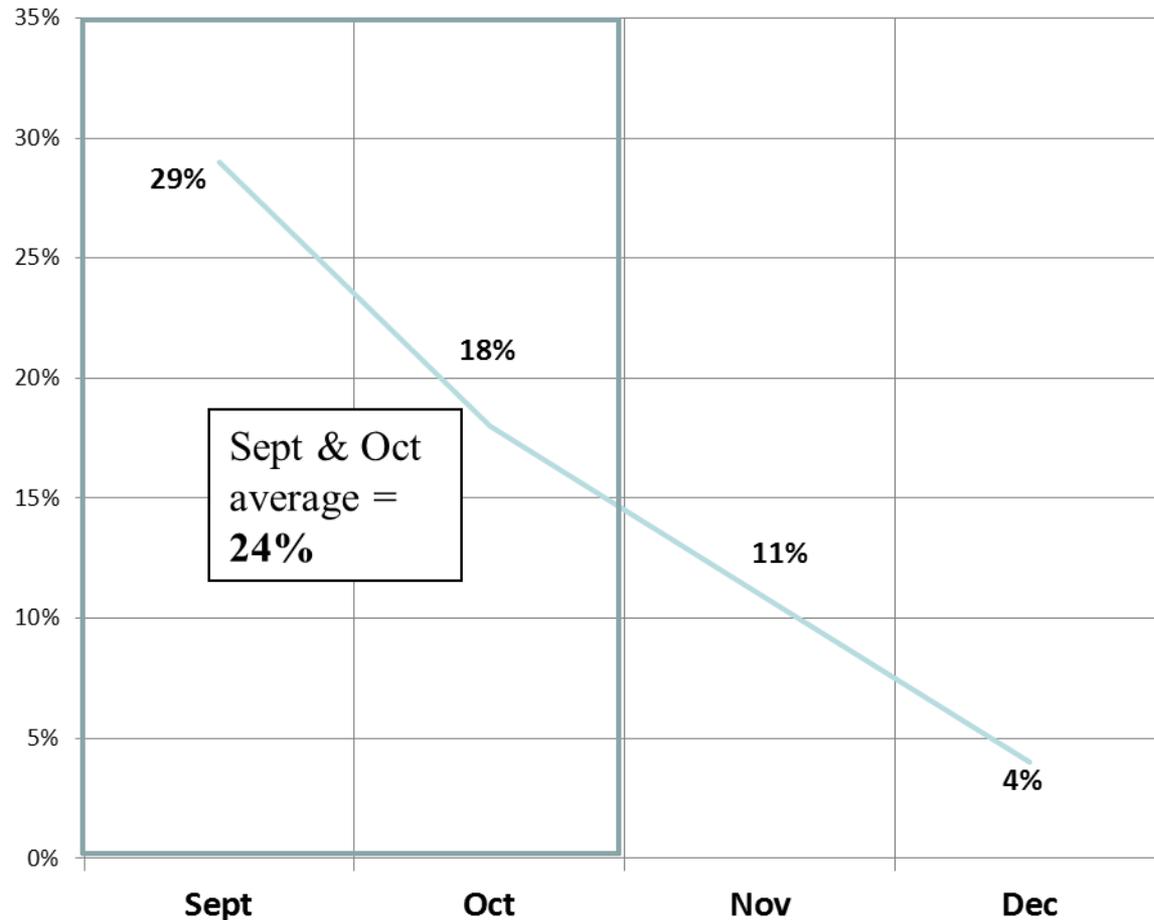
Sept. & Oct. reflect **baseline data collection**

Percent of forms with ≥ 1 Error

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ACT
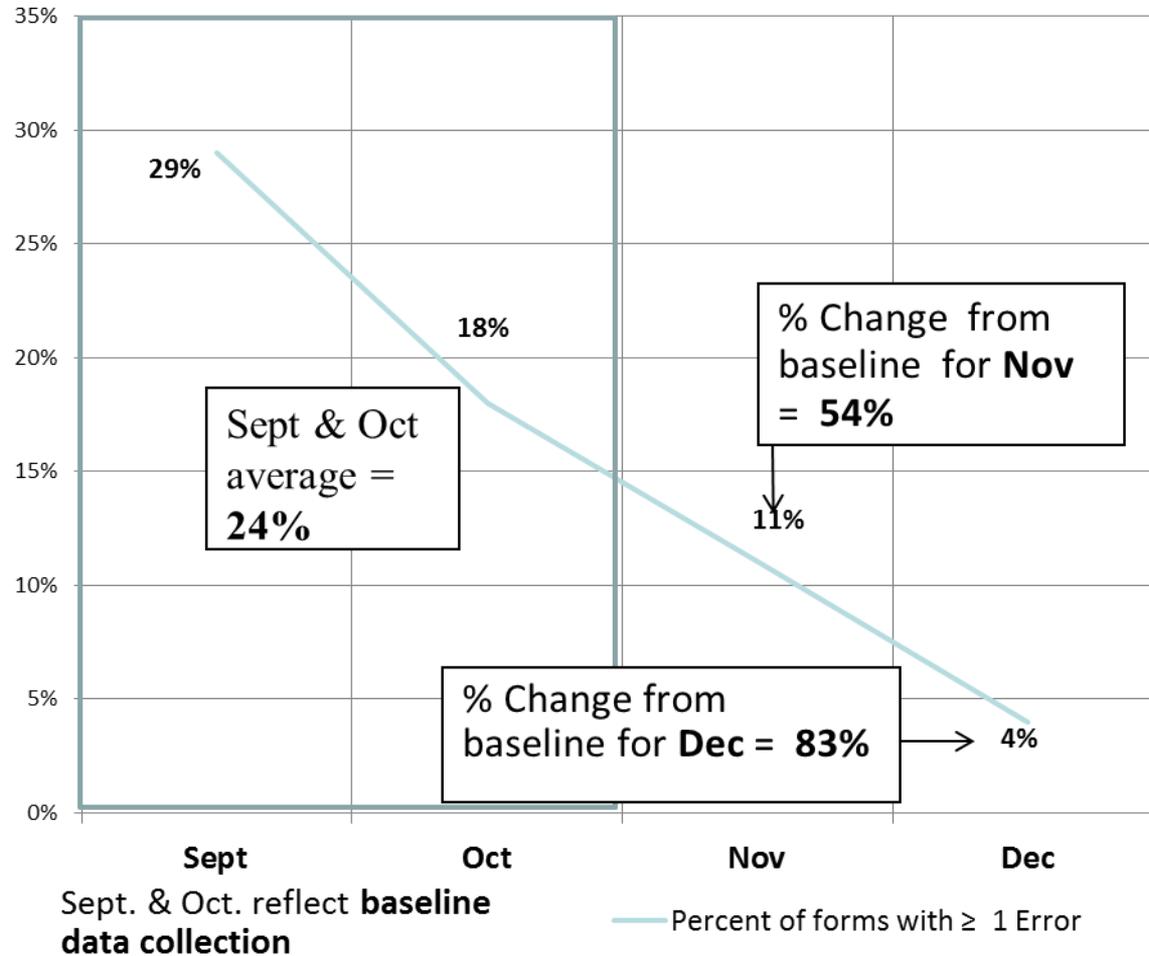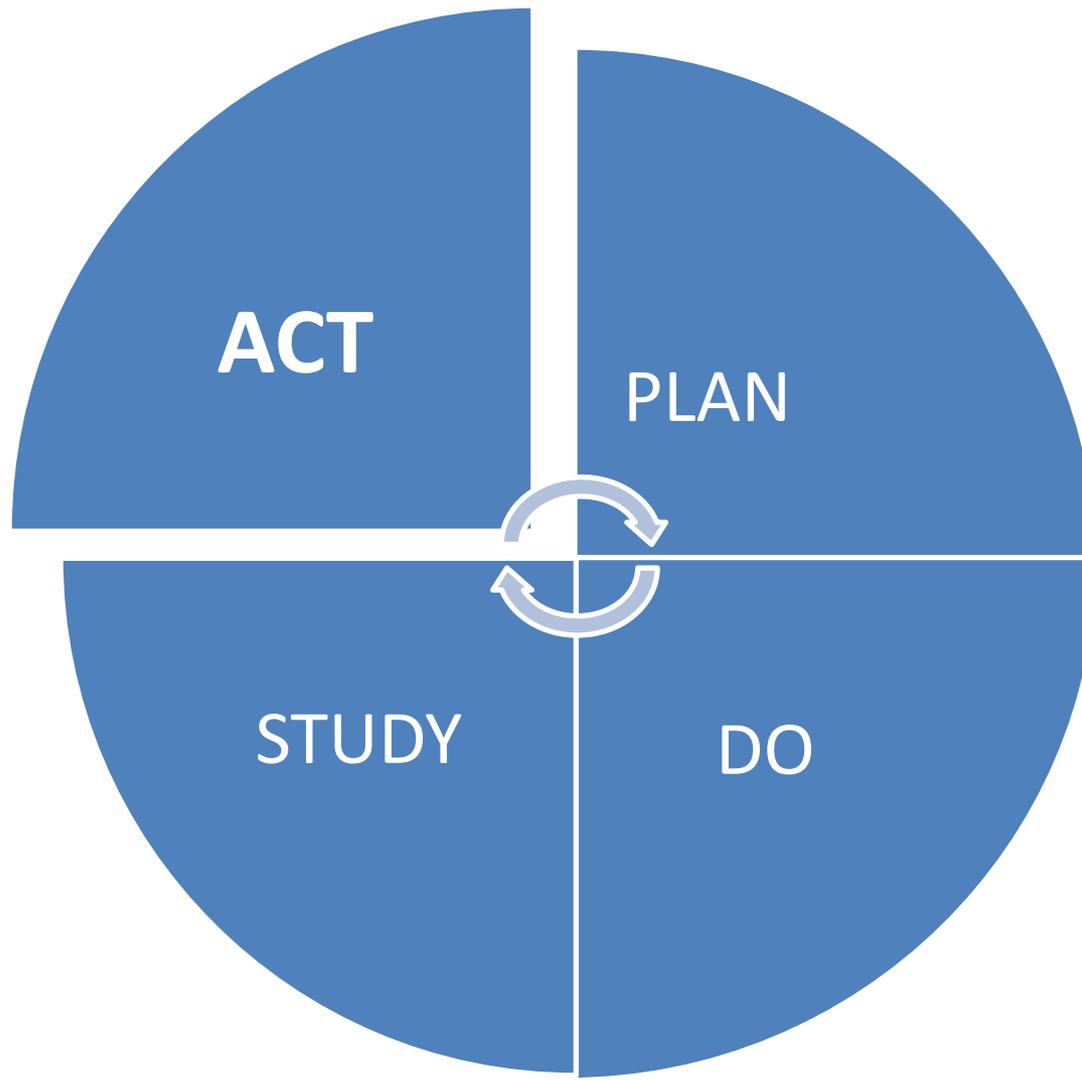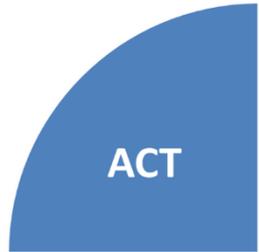
Standardize & Establish Future Plans

- Ongoing periodic meetings

- Continued internal review process

- Presentation and discussion with supervisors

- Future improvements such as reviewing the accuracy of data entry from the forms into the computer database

ACT

Lessons Learned

- Using a team-based approach helped

- Buy-in from operator staff

- Empower operators by assigning them specific tasks of the review process which ensures their full participation in the project

Thank You!

Contact Info: fdominguez@ph.lacounty.gov / (626) 312-1182