

Plan

Identify an opportunity and Plan for Improvement

1. Problem

The MTW CHB lacks a formal process defining lead staff expectations for specific projects and grants across the Community Health Board. Current process is inconsistent and does not clearly define lead staff roles and responsibilities.

2. Aim

By April 27, 2015, the Morrison-Todd-Wadena Community Health Board will develop a lead staff document that outlines a process for identifying lead staff and expectations that will be tested.

3. Examine the current process

CHB Directors and county staff discussed our current process for lead staff assignment and gaps in understanding of this role's expectations. A more structured format for designation of lead staff for CHB grants and projects was discussed. The hope is that the new document will provide less duplicative efforts amongst staff and increase communication across counties. This form will identify lead staff and address the expectations

of that role when the CHB receives grants or assigns new projects.

4. Identify Potential Solutions

QI members reviewed the existing process and discussed ways to clarify and outline responsibilities in a concise format.

Do

Test the Theory for Improvement

5. Test the Theory

A one page document was created that intended to provide clear direction and concise information on the expectations of the lead staff for multi county grants and/or projects. The document was tested on a recent grant received by the MTW CHB to assess its effectiveness, completeness and ease of use.

Study

Use Data to Study Results of the Test

6. Check the Results

The completed document was reviewed by staff and directors to determine if the document would provide the necessary information for staff to have a better understanding of their role and duties. There was confusion on who

should fill out the form and when the form should be completed. It was decided CHB directors would fill out the form within two weeks of a new grant funding opportunity or project assignment.

Act

Standardized the Improvement and Establish Future Plans

7. Standardize the Improvement

After testing the form, it was decided amongst staff and directors this form will be an effective tool for assigning lead staff and defining expectations. The identified results from this process: more consistent communication among staff and directors; increase in efficiencies by identifying one lead staff; and, better understanding of work required by each staff for a specific project or grant. The CHB plans to adopt this form.

8. Establish Future Plans

The CHB will use this form for future received grants and new project assignments. We will make adjustments as needed.