

Public Health Performance Management Centers for Excellence

2014 Quality Improvement Grantees
Learning Congress
September 26, 2014

CONTRACT REVIEW AND APPROVAL PROCESS

Island County Public Health

Laura Luginbill, Assessment Director

Michele Tefft, Administrative Director



Public Health Performance Management Centers for Excellence

Island County

- Total population: 80,000
- 69% residing in unincorporated areas
- 34 FTEs, \$3.2 million budget

QI Experience:

2011: QI Council established

2011: ICPH receives first QI grant to complete CHA/CHIP

2012: ICPH receives grant to improve Contractor Payment Process

2013: ICPH receives grant to improve contract review and approval process



September 26, 2014

Project Team



Michele Tefft, Administrative Director

Laura Luginbill, Assessment Director

Vanya Brown, Accounting Supervisor

Melisa Doss, Nursing Coordinator

Keith Higman, Health Services Director (not pictured)

Jill Wood, Environmental Health Director (not pictured)

Project Identification

- ✓ Affects whole department and other county departments
- ✓ Impacts operational and financial systems
- ✓ Current system source of complaints from staff, elected officials, and contractors
- ✓ Current system increases staff stress
- ✓ Current system has been identified as a long-term problem
- ✓ ICPH has enough control over process to make an impact

Public Health Performance Management Centers for Excellence

AIM Statement

Island County Public Health's contract review and approval process takes too long. We want to improve our department's efficiency in contracting with grantors and sub-contracting with project partners.

- By August 1, 2014 we will decrease the average number of work days it takes to review and approve a contract from 41 work days to 30 work days.
- By August 1, 2014 we will reduce the number of Island County staff hours it takes to review and approve a contract by 25%.

September 26, 2014

Project Activities

PLAN-DO-STUDY-ACT

Describe the contract payment process:

- Qualitative data:
 - Public Health Office
 - Prosecuting Attorney's Office
 - Risk Manager's Office
 - Board of Island County Commissioner's Office
 - Board of Health
- Quantitative data:
 - Existing Contract Process Log (2000-Current)
 - Public Health Staff Time Log

PLAN-DO-STUDY-ACT

Quality Tools FLOW CHART



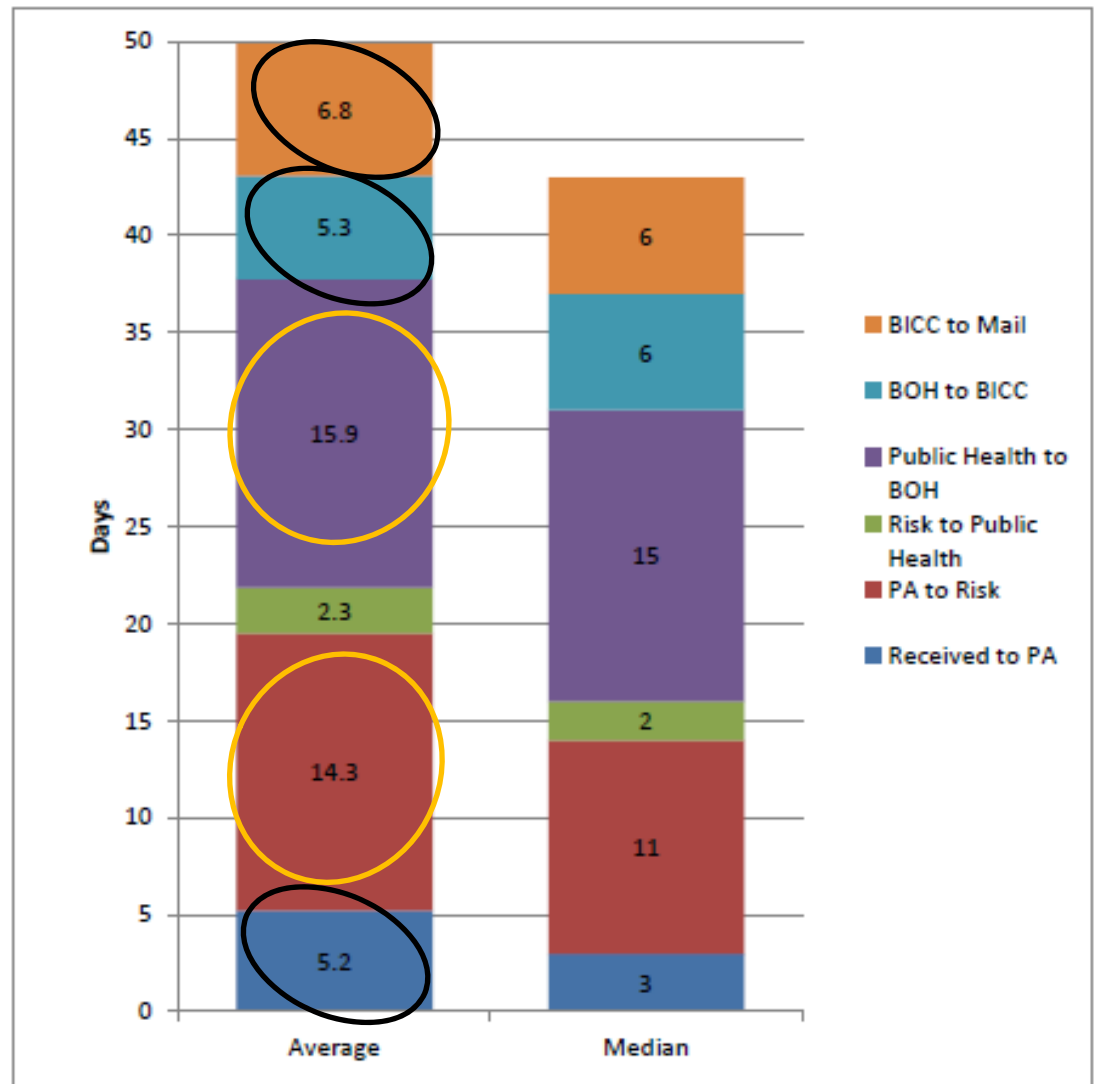
1 ...page 2...page 3

PLAN-DO-STUDY-ACT

Quality Tools

PROCESS TIME ANALYSIS

Chart 1. Island County Public Health Contract Review and Approval Process. Average and median number of work days for major process steps. 2012-2013.



PA = Prosecuting Attorney; Risk = Risk Manager; Public Health = Public Health Administration; BOH = Board of Health; BICC = Board of Island County Commissioners; Mail = Date partially or fully executed contract is mailed to grantor or sub-contractor.

PLAN-DO-STUDY-ACT

Quality Tools

VALUE STREAM MAP



Public Health Performance Management Centers for Excellence

AIM Statement

Island County Public Health's contract review and approval process takes too long. We want to improve our department's efficiency in contracting with grantors and sub-contracting with project partners.

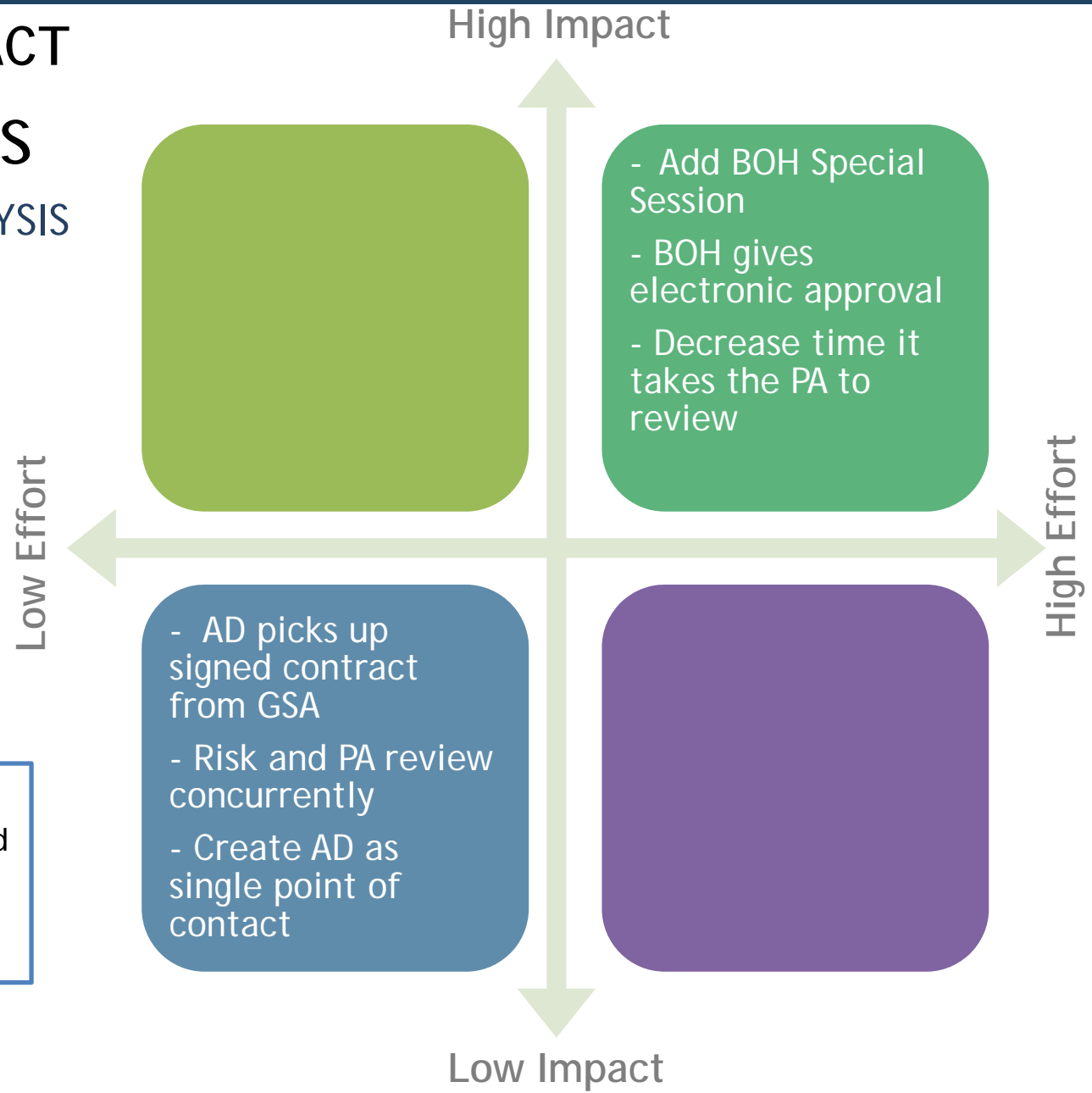
- By August 1, 2014 we will decrease the average number of work days it takes to review and approve a contract from 41 work days to 30 work days.
- By August 1, 2014 we will reduce the number of Island County staff hours it takes to review and approve a contract by 25%.

September 26, 2014

PLAN-DO-STUDY-ACT

Quality Tools

IMPACT EFFORT ANALYSIS



Eliminated Solutions

- BOH approval not required
- Draft contracts provided to BOH in packets, with final given at meeting

Projected Results

Time savings will be most attainable and impactful by implementing MULTIPLE SOLUTIONS that are identified as “LOW” or “MEDIUM” effort.

Projected Results

PROPOSED SOLUTIONS	TIME SAVING
1. Administrative Director submits to Risk Manager and Prosecuting Attorney concurrently.	2 days
2. Administrative Director picks up contract from Risk/PA, instead of waiting for inter-office mail.	1 day
3. Administrative Director included as the primary point of contact for all contract receipts.	1-2 days
4. Board of Island County Commissioners approves contracts prior to the Board of Health.	5-10 days

Projected Average Savings: 9.4 work days

Next Steps

- Implement proposed solutions #3 and #4
- Test the theory for improvement
- Study the results of the test
- Standardize the improvement
- Establish monitoring system

Public Health Performance Management Centers for Excellence

For more information, contact:

Laura Luginbill, Assessment Director

360-679-7350

l.luginbill@co.island.wa.us

www.islandcountyhealth.org

[Public Health Performance Management Centers for Excellence](#)