

QUALITY IMPROVEMENT STORY BOARD SEPTEMBER, 2013

LOCAL HEALTH DEPARTMENT NAME:	Snohomish Health District
ADDRESS:	3020 Rucker Avenue, Suite 104
PHONE NUMBER:	425.339.5250
SIZE:	161 FTE's
POPULATION SERVED:	717,000 Snohomish County Residents
PROJECT TITLE:	Public Records Requests

PLAN**1. Getting Started****AIM STATEMENT**

To process 98% of public record requests from receipt of request to records made available to customer within 10 business days, while reducing the number of clarification to requestors of public records from 1.2% to 0.5%, and reducing the average number of times staff hand off requests to another staff member from 5 to 3, or 10%, per request by June 30, 2013.

2. Assemble the Team

Our team was comprised of the following staff:

Debbie Pennell – Team Leader
 Kevin Plemel – Team Facilitator
 Nancy Blevins – Team member
 Josi Guzman-Green – Team member
 Susan Schmick – Team member
 Crystal Dudley – Team member
 Ivy Giessen – IS Support

3. Examine the Current Approach

- ✓ Snohomish Health District's Environmental Health Division estimates processing 500+ requests for public records on individual property tax account numbers in Snohomish County in 2012/2013.
- ✓ The increase of requests limits staff effectiveness in other services the public requires.
- ✓ From October 2012 – June 2013 Snohomish Health District received and processed 687 public records requests on individual tax account numbers.

The team's project activities included the following:

- ✓ Mapped process
- ✓ Measured targets
- ✓ Studied redundancies and data collection
- ✓ Implemented workload shift
- ✓ Enhanced the request form

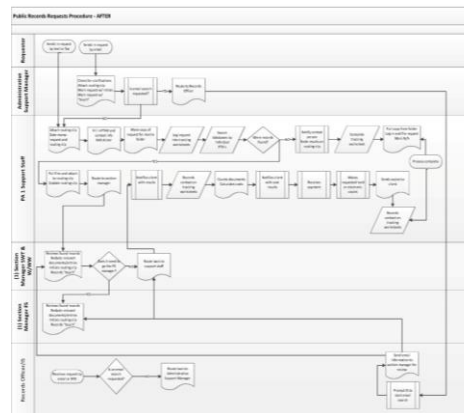
4. Identify Potential Solutions

- ✓ Create a designated space requests
- ✓ Move work to a centralized location
- ✓ Reduce the number of support staff assigned to workload from 9 to 2.
- ✓ Implement a numbering
- ✓ Enhance current EH request form
- ✓ Create a District-wide web based form and system
- ✓ Create a designated records request email address

5. Develop an Improvement Theory

Implementing changes/upgrades will result in designated staff fulfilling requests, while freeing up other staff to focus on their own workload. Also will result in fewer "touches", and overall clarity for the customer.

By moving the workload activities to PA 1 duties, number of touches significantly reduced. Also, physically moving the work centralized it so all involved were in the know.

**DO****6. Test the Theory**

1. Tracked "touches"
2. Centralized location
3. Shift in workload to 2 support staff

STUDY**7. Study the Results**

- ✓ Too many staff handling work
- ✓ Lack of centralized location for work
- ✓ Variations in process by support staff and managers signing off on requests
- ✓ Lack of clarity for customer regarding forms

ACT**8. Standardize the Improvement or Develop New Theory**

1. Implement and evaluate enhanced form
2. Refined sticker and numbering process
3. Moved work to a centralized location
4. Created a designated space for new and pending requests
5. Reduced the number of support staff assigned to workload from 9 to 2.

9. Establish Future Plans

- ✓ Create and/or discuss possibility of a new email address specific to public records requests with a distribution list that is cross divisional to handle incoming requests
- ✓ Establish a standardized web-based process to auto track requests and efficiently respond to customers
- ✓ Create a standardized district-wide form