

800-015-01-F: QI PROJECT PROPOSAL FORM

Project Title: Phone Answering and Routing	Submitted By: Terri Dzienis								
Explain the gap in service, efficiency, or process targeted for improvement (what is the problem)? There are currently 9 staff that answer phones. 3 staff answer the main phone line which is transferred to the other staff to re-transfer to the destination. This requires cross training of staff and managing staff schedules so the phones are always available for answering. There are times that phone calls get transferred to the wrong person or they get put in a loop since the phone is forwarded to the main line that the call gets transferred to, both of which are poor customer service. Staff that answer phones are also frustrated with not knowing the appropriate place to transfer the call. We want to improve the efficiency of the process so less staff are involved, less errors are made and less time is taken to get the caller to the end user.									
What type of process is the project for: <input checked="" type="checkbox"/> Administrative <input type="checkbox"/> Program									
Key Project Objective(s) (what are you trying to accomplish): To reduce the amount of time spent on the process by all staff involved by reducing the number of process steps or complexity of the steps. To reduce call transfer to wrong person errors. Create standard policies for phone routing to improve call getting to correct person the first time and improve employee satisfaction. The process improvements shall also improve customer satisfaction with the reduced length of time to get to their intended.									
Project aligns with (check all that apply): <table border="0" style="width: 100%;"> <tr> <td><input checked="" type="checkbox"/> Accreditation</td> <td><input checked="" type="checkbox"/> CCHD Strategic Plan</td> </tr> <tr> <td><input type="checkbox"/> After Action Reports</td> <td><input type="checkbox"/> Community Health Improvement Plan</td> </tr> <tr> <td><input checked="" type="checkbox"/> Customer Satisfaction</td> <td><input type="checkbox"/> Program Planning or Evaluation</td> </tr> <tr> <td><input checked="" type="checkbox"/> CCHD Mission, Vision, Values</td> <td><input type="checkbox"/> Other (specify):</td> </tr> </table>		<input checked="" type="checkbox"/> Accreditation	<input checked="" type="checkbox"/> CCHD Strategic Plan	<input type="checkbox"/> After Action Reports	<input type="checkbox"/> Community Health Improvement Plan	<input checked="" type="checkbox"/> Customer Satisfaction	<input type="checkbox"/> Program Planning or Evaluation	<input checked="" type="checkbox"/> CCHD Mission, Vision, Values	<input type="checkbox"/> Other (specify):
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Explain why this project is a priority and how it aligns with the selections above: This process impacts employees who receive phone calls, who are also the customers, so improvement will be broadly realized. This process also impacts external customer callers, so improvement will increase customer satisfaction. We will improve our efficiency and accountability to the community (Value). Accreditation requires procedures for administrative functions. Supports strategic plan goal "develop policy manual".									
Has baseline data been identified to measure change? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, which data: Ideas for data to create are tracking process steps and length of time and errors.									
Resources needed (financial, personnel and other): Personnel to conduct project and collect data.									
List the stakeholders you plan to involve: Employees who answer main/division phones lines (i.e. clerks), employees who receive calls frequently via transfer (not direct line). This will be accomplished by them being on the QIPT team.									
Who should be the QIPT Consultant of this team? Kim Campbell (EH)	Who should be on this QI team? 1 employee who answers main line, 2 employees who answer division lines, 2 employees who receive phone calls.								



Anticipated start date: 1/1/2017	Anticipated project duration: <input checked="" type="checkbox"/> 3 mth <input type="checkbox"/> 6 mth <input type="checkbox"/> 9 mth <input type="checkbox"/> 1 yr <input type="checkbox"/> > 1 yr
QIC to Complete: Date Submitted: 11/15/2016 (idea on 9/13/16) QIC Review Date: Initials: Proposal: <input type="checkbox"/> Accepted <input type="checkbox"/> Requesting more information or modifications <input type="checkbox"/> Denied QIC Comments:	

SIPOC Diagram

SUPPLIERS	INPUTS	PROCESS	OUTPUTS	CUSTOMERS
Who provides inputs that are needed to make this process work? <i>Can include people, other offices, agencies, organizations, etc.</i>	What resources do you need to perform this process? <i>Can include materials, supplies, information, authorization, services, etc.</i>	What are the 5-7 major milestones that make up this process?	What is produced by this process? <i>Can include services, products, information, decisions, etc.</i>	Who benefits from this process?
Callers into department	Phones	Answer call and determine proper division for routing	Voice mail	Callers
Employees and clerks	Employee phone list	Route phone call to division clerk	Information to callers	Employees
IT (who help maintain phone system)	Call routing guides.	Division clerk determines further routing	Written phone messages	Other city agencies
Phone company	Instructions for phone use.	Transfer to final destination.		Public and community.

Process

Step 1	Step 2	Step 3	Step 4	Step 5
Answer phone call	Determine routing of phone call	Transfer call to division clerk appropriate to callers needs	Division clerk answers call, determines needs, and determines routing of call.	Transfers call to final destination as needed. May also transfer to another division Repeat step 3 as needed.