



Refund Policy Quality Improvement Project

Plan

Team

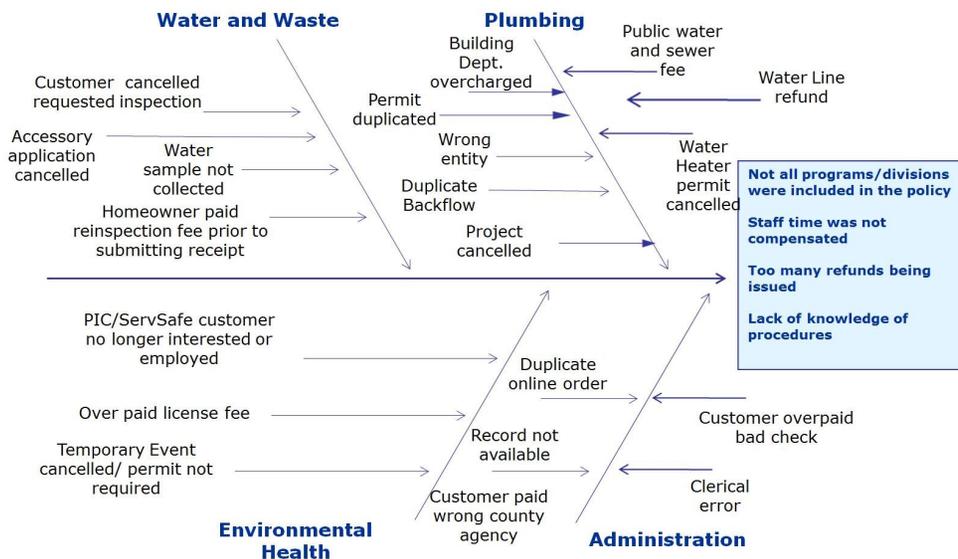
Facilitator: Karen Crump

Team Members: Linda Fultz,

Paul Sanders, Kevin Jester, Maalinii Vijayan, Trina Stapleton

Examine the Current Problems

Reason Why Refunds Were Issued



AIM

Create reimbursement rate to cover percentage of staff time by creating a Refund Policy that would be effective January 1, 2019.

We would also like to reduce the number of refunds issued by:

- Staff education
- Creating and/or updating SOG's
- Educating the public of the Refund Policy

Identify Potential Solutions

The group completed a fishbone diagram, using the three year refund data provided. Each division was a category and then we identified each reason for the refund within each division. Using the fishbone we then completed a control and influence matrix. Using the control and influence matrix we reviewed how we had control and influence.

Develop an Improvement Theory

Using the data from the control and influence matrix the group identified solutions for the problems we had influence over. The group created and/or modified existing SOG's, conducted staff training, modified existing forms and created two proposed refunded options. The proposed options were given to the Health Commissioner who reviewed and selected Option#2

Proposed Refund Options

- Option #1 to create an Administration fee of Fifteen Dollars.

Do

- Option #2 to create an Thirty percent Administrative fee for all processed re-funds.

The group drafted a Refund Resolution to include a percentage that covers staff time and all eligible fees.

Check the Results

The proposed Refund Resolution was submitted to the Health Commissioner and verified by the Clermont County Prosecutors Office.

Check

The proposed Refund Resolution was adopted by the Board of Health.

Standardize the Improvement Theory or Develop a New Theory

Act

The Refund Resolution we be effective 2019.

Establish Future Plans

The QI committee will meet annually to review the effectiveness of the Refund Policy and make necessary updates and/or changes as needed.

Performance Metric

The effectiveness of the policy will be measured by the number of refunds issued by program.



PLAN

Improve PIC Level 1 Course Team

Team Lead: Katie Bissler

Team Members: Maalinii Vijayan, Scott Bradley, Dan Warren, Mackinzie Dickman and Bela Perler

PIC Level 1 Needs & Wants Chart

	<u>Needs</u>	<u>Wants</u>
Internal EH Staff Clerical Staff	-Meets Level One requirements -Save time -Checklist -Notes section on PowerPoint -Provide the "WHY" -Include stories -Engaging material	-Generate revenue - Better attendance - Non-transferrable -Notice for cancelled classes
External Attendees Facilities/ License holders Out of County Operators	- Hear presenter - Meets Level One requirements - Engaging material - PRS questions - Videos or other form of course	- Different time slots - Online option

Aim Statement

Between October 2018 and October 2019, EH division will provide PIC course participants with a more interactive course through integration of technology, improvement of materials, and streamlining administrative duties.

Identify Problems

- The course was not able to keep participants attention throughout the whole course
- PowerPoint was too wordy and was being read to participants
- Participants do not really handle food
- Time the class is offered
- Course is not interactive

Identify Potential Solutions

- Update the PowerPoint so that it contains a note section for the presenter
- Update the PowerPoint to be less wordy and easier to follow
- Show real life examples of food safety and handling
- Adding PRS Question with clickers for class participants

Develop an Improvement Theory

EH division will provide PIC course participants with a more interactive course through integration of technology, improvement of materials, and streamlining administrative duties.

During same time period, EH staff will improve participation rates by increasing awareness of training opportunities.

DO

Test the Theory

The PIC Level One PowerPoint has been updated to provide more pictures and real life examples of food safety and handling. There has also been an addition of PRS questions for the attendees. Handouts have also been updated. There is a pre- and post- exercise attendees will do as well as questions throughout the presentation in hopes to be more engaging to keep their attention.

CHECK

Check the Results

The new PIC Level 1 course has been implemented after ODH approved it. Each Level I course instructor has the resources and training necessary to conduct the new course. In 2019, the course will be evaluated by the metrics listed below.

Metrics: Metrics include comparing categorized comments from the evaluations from the old course to the new course and evaluating new features of course. The categories include: PRS Clickers, Content, What Students Learned, General Course Quality, Method of Presentation, Enjoyment of Course. Data on number of participants will also be evaluated.

ACT

Standardize the Improvement Theory or Develop New Theory

The committee will consider feedback from PIC Level 1 attendees, other involved agencies (ODH), and EH staff.

Establish Future Plans

PIC Level 1 documents/presentations will be updated as needed and sent to ODH for approval. Any rule changes will be incorporated into course appropriately. New environmental health staff will be trained to conduct course.