



**Kentucky Department for Public Health
Division of Epidemiology and Health
Planning**

KentuckyPublicHealth
Prevent. Promote. Protect.

Quality Improvement Story Board

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PLAN

Problem Statement

A new employee orientation plan does not exist for the Kentucky Department for Public Health (KDPH), Division of Epidemiology and Health Planning.

Aim Statement

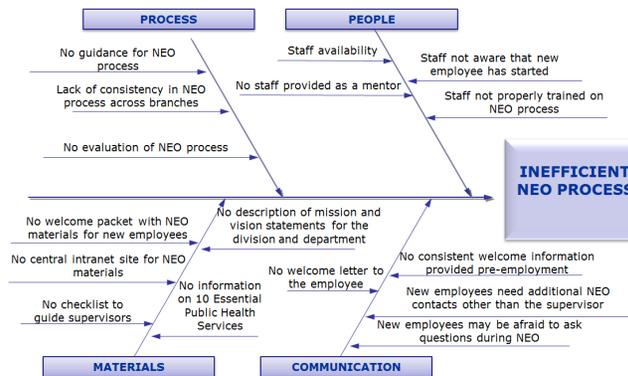
An opportunity exists to improve the orientation process for new employees assigned to work in the Division of Epidemiology and Health Planning. This new orientation will be in addition to the already established orientation provided by the Cabinet for Health and Family Services (CHFS). The process starts the day the new employee is hired and ends after the employee orientation evaluation is completed. Success will be measured by improving the satisfaction score on the new employee orientation survey by 20%.

Process Outline & Relevant Data

Current new employee orientation procedures vary by branch. The Office of Vital Statistics, the largest branch in the division, has orientation procedures in place. Other branches are without consistent procedures.

Identify Potential Causes

NEW EMPLOYEE ORIENTATION (NEO) CAUSE & EFFECT DIAGRAM



Identify Potential Solutions

- Send a guidance on the new employee orientation process to supervisors and administrative specialists
- Provide a welcome letter and information prior to employee start date
- Provide a welcome packet on start date that includes phone listings, organizational charts, maps and other valuable orientation information
- Assign a mentor to help guide the new employee through the orientation process
- Use a checklist to ensure that supervisors and mentors cover the required information
- Create a new employee orientation intranet site that includes documents needed during orientation and beyond
- Evaluate the process

Improvement Theory

By implementing this new employee orientation process, we hope to improve employee satisfaction, morale and retention.

DO

Test the Theory

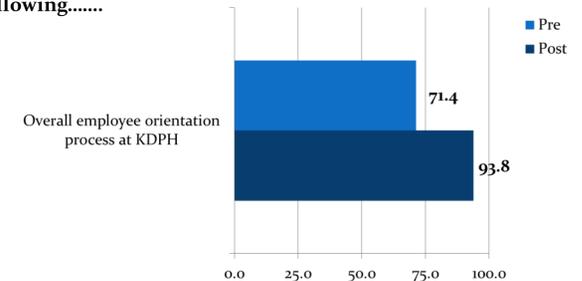
- Reviewed the new employee orientation plan in June and July of 2012 with supervisors and administrative specialists to gain support for the project.
- Implemented the project on August 1, 2012. The project continued for six months through January 31, 2013.

CHECK

Study the Results

The Division welcomed 32 new employees during the study period. Evaluations were provided by those employees who completed orientation seven months prior to the pilot project and those who completed orientation during the study period. A 22 percentage point improvement in NEO satisfaction was noted in the study group.

Employee was "satisfied" or "very satisfied" in regards to the following.....



ACT

Standardize or Develop New Theory

- Present findings
- Determine if pilot project could be implemented throughout the Department for Public Health

Future Plans

KDPH will implement this pilot project throughout the department, starting in 2014. The process and necessary documents will be evaluated and updated annually.