



Quality Assurance and Improvement

Streamlined Analysis for Salary Projections

A salary and benefits worksheet facilitates quarterly projections with increased accuracy and time savings. For more information, please contact Tom Denmark at (850) 922-8414 or denmark@ahca.myflorida.com. 2007 AHCA-010

Laboratory Information Management System

An automated system that provides the real time status of samples and is accessible to Department of Agriculture and Consumer Services pesticide laboratory customers via an explorer type interface reduces data entry by 50%. For more information, please contact Patty Lucas at (850) 488-9375 or lucasp@doacs.state.fl.us. 2007 DACS-002

Streamlined Licensing Process

Centralizing duties and removing inspectors from the administrative process enables the Division of Hotels and Restaurants, Department of Business and Professional Regulation, to increase inspection capacity and save nearly \$150,000 annually. For more information, please contact Tom Coker at (850) 488-1133 or tom.coker@dbpr.state.fl.us. 2007 DBPR-009

Technology Inventory Tracking Database

An inventory tracking database that captures more than \$100,000 of technological inspection equipment and accessories is an excellent managerial tool for both asset tracking and employee accountability. For more information, please contact Rick Akin at (850) 488-1133 or rick.akin@dbpr.state.fl.us. 2007 DBPR-010

Implemented Countermeasures to Lower Resident Physical Aggression Events

The seven member team developed and implemented countermeasure which reduced resident's physical aggressive events by 60%, thereby reducing workers compensation claims by 93%, overtime, resident injuries and additional costs relating to maintenance, medical and environmental. These procedures can be adapted by other State and private facilities. For more information, contact Anthony Clayton at (850) 663-7576 or anthony_clayton@dcf.state.fl.us. 2007 DCF-014

Improved Service Delivery to Nursing Homes

An improved service delivery system for 96 nursing homes with 7,500 medicaid recipients in Pinellas and Pasco Counties resulted in annual state salary savings of \$256,000 while improving quality and customer satisfaction. For more information, please contact Suzi Jackson at (727) 588-7027 or Suzi.Jackson@dcf.state.fl.us. 2007 DCF-019

Improved Relative Caregiver Processes

Reducing the time (by an average of 6.1 months) to determine relative caregiver eligibility determination relating to placement of at-risk children saves more than \$100,000 in the Suncoast Region. These results stem from a more cohesive network of personnel to obtain documentation, securing exceptions to policies and procedures, reducing paper use, and

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improved tracking and reporting of benefits delivery. For more information, please contact Vivian Padron at (813) 558-5689 or vivian_padron@dcf.state.fl.us. 2007 DCF-022

Quality Assurance Review System

A three tier review system for state and private child welfare programs integrates several monitoring requirements and preparation for federal audits, thereby reducing disruption of local operations. Although developed for child welfare services, the quality assurance process can be replicated with minor adjustment for a range of service delivery systems. For more information, please contact Court Lilly at (850) 413-7479 or court_lilly@dcf.state.fl.us. 2007 DCF-032

Foster Care Children's Medical Screening

More than 90% of children entering foster care obtain an initial health assessment by a licensed health care provider within 72 hours after placement in out-of-home care. For more information please contact Paul Kellam at (904) 359-2567 or paul_kellam@dcf.state.fl.us. 2007 DCF-036

Automated Review and Reporting of Quality Assurance

Automated instruments for conducting quality assurance of adult services provide for detailed case review information, automated compilation and analysis of review data, and a uniform reporting structure, thereby increasing accuracy and uniformity, and saving more than 600 hours annually in the Department of Children and Families Northeast Zone. For more information, please contact Lynne Powell at (904) 723-2191 or Lynne.Powell@dcf.state.fl.us. 2007 DCF-046

Improved Productivity through Leadership Development

Updated process mapping and procedural guidelines, plus team recommended improvements to existing computer systems and to customer education can save more than \$5 million in the Department of Children and Families 3,000-employee ACCESS (family services) program. For more information, please contact Cathy Kenyon at (850) 488-3169 or cathy_kenyon@dcf.state.fl.us. 2007 DCF-056

Automated Help Desk Quality Assurance Survey

An on-line quality assurance survey enables customers to submit responses via the Department of Children and Families intranet upon completion of help desk assistance. For more information, please contact Nancy Kenyon at (850) 410-2727 or nancy_kenyon@dcf.state.fl.us. 2007 DCF-101

Improved Wage Garnishment

Using process mapping and Sterling measurement concepts to improve wage garnishment processes, the Department of Education's Office of Student Financial Assistance more than doubled collections to \$14.4 million in 2006-06. For more information, please contact Charles Mulvaney at (850) 245-1992 or charles.mulvaney@fldoe.org. 2007 DOE-006

Quality Assurance on People First Actions

A quality assurance program that reviews key actions entered into the People First system provides the ability to monitor and make adjustments associated with errors in a timely manner.

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This program also provides training and on-line web tutorials relating to People First. For more information, please contact Karen Austin at (850) 671-3207 or austin.karen@hsmv.state.fl.us. 2007 DHSMV-002

Reimbursement for Rabies Vaccine

Rabies is a fatal disease for which there is no treatment, only prophylaxis. Most insurance programs do not cover the cost of rabies vaccine. By tracking patients who undergo rabies prophylaxis and aggressively following-up with private insurance companies, Medicare, Medicaid, and individual payment plans, the Lee County Health Department increased reimbursement for the state pharmacy rabies vaccine program by \$37,263 and helped insure that individuals exposed to rabies receive the vaccine if they do not have the ability to pay. For more information please contact Robert South at (239) 332-9580 or Robert_south@doh.state.fl.us. 2007 DOH-018

Hurricane Damage Inspection Reports

Process mapping of the preparation of Hurricane related Detailed Damage Inspection Reports for federal reimbursement to local governments for hurricane-related damage to their roadway system helps District 4 to process the paperwork within the 180 day time limit. For more information, please contact Ann Broadwell at (954) 777-4325 or ann.broadwell@dot.state.fl.us. 2007 DOT-029

Financials Data Warehouse for Encumbrance Reporting

A data warehouse system at the University of Central Florida features enhanced reporting views of historical and current financial data, plus budget and encumbrance data. This provides departments across the university with a controlled and comprehensive view of activity against departmental and project budgets. The warehouse is also used as an internal grants tracking database. For more information, please contact Rebecca Vilsack at (407) 882-1093 or rvilsack@mail.ucf.edu. 2007 UCF-007