



## QUALITY IMPROVEMENT

### **Performance Evaluation**

Continuous improvement is a goal of a Commissioner of Education annual evaluation tool which is linked to implementation of the Department of Education's strategic plan and which incorporates a 360-degree feedback tool. The Commissioner and others use the data comprising the evaluation regularly to make financial and human resource decisions. For more information, please contact Theresa Klebacha at (850) 245-9840 or email [theresa.klebacha@fldoe.org](mailto:theresa.klebacha@fldoe.org). 2006-DOE-024

### **Improved Monitoring of Health Outcomes and Program Evaluation**

A Women, Infants & Children (WIC) and nutrition program-specific quality improvement system aligns with the Palm Beach County Health Department Strategic Plan with Florida Sterling criteria. This initiative includes data collection for each of eleven performance objectives, bar charts and pie charts for monitoring, analysis, mentoring and providing information to decision-makers at least monthly. A quarterly report summarizes data, highlights progress, provides long-term analysis and focuses on areas for improvement. This program could be easily adapted throughout the department as a standard for data collection and reporting. For more information, please contact Molly Gladding at (561) 840-0165 or email [Molly\\_Gladding@doh.state.fl.us](mailto:Molly_Gladding@doh.state.fl.us). 2006-DOH-042

### **Clinic Flow Process Mapping**

Intake and clinic flow process mapping is helping save the Bay County Health Department an estimated \$150,000 annually. For more information, please contact Susanne Schomer at (850) 872-4455 ext. 1256 or email [Suzi\\_Schomer@doh.state.fl.us](mailto:Suzi_Schomer@doh.state.fl.us). 2006-DOH-009

### **Precision Laboratory Work**

Laboratory methods increasingly call for the pipetting of extremely small amounts of liquid. To correctly perform the analysis, the pipette must be accurately calibrated and analyst precision (competency) must be regularly verified. A pipette calibration method developed by the Department of Agriculture & Consumer Services' Bureau of Food Laboratories verifies the pipette is working correctly, and simultaneously ensures the competency of the analyst with the amount of test material utilized to do the work. This system ensures calibration of pipettes required quarterly by International Organization for Standardization (ISO) and other quality standards. For more information, please contact Stacie Hammack (850) 488-4407 or email [hammacs@doacs.state.fl.us](mailto:hammacs@doacs.state.fl.us). 2006-DACS-002

### **Improved Care of Patients**

Florida State Hospital is a psychiatric facility providing direct psychiatric, clinical and residential care to 1107 residents. A tool that measures the quality of care provided is quarterly performance audits for compliance with physician and nursing standards. For more information, please contact Ron Cettie at (850) 663 7517 or email [ron\\_cettie@dcf.state.fl.us](mailto:ron_cettie@dcf.state.fl.us). 2006-DCF- 030

### **Behavioral Emergency Response**

Northeast Florida State Hospital's Risk Management Department started working on restraint reduction in 2000. The use of restraints was reduced from 390 to 146 events over the next four years. For more information, please contact Mary Anne Davis at (904) 259-6211 or email [Mary\\_Anne\\_Davis@dcf.state.fl.us](mailto:Mary_Anne_Davis@dcf.state.fl.us). 2006-DCF- 016

### **Expedited Patient Discharge**

A legal process for securing Medicaid funding for individuals with excess income is available in a user friendly, understandable format. Florida State Hospital staff used this process to expedite 21 discharges for estimated added value of \$1.7 million. Additionally, expedited resident discharges through identification and utilization of community resources resulted in a unit closure, distribution of needed beds to other areas of the hospital for added value of \$2.3 million in bed utilization and estimated expense savings of \$63,000. For more information,

## **QUALITY IMPROVEMENT (cont.)**

please contact Stephanie Harrell at (850) 663-7773 or email [stephanie\\_harrell@dcf.state.fl.us](mailto:stephanie_harrell@dcf.state.fl.us). 2006-DCF-031 & DCF-039

### **Family and Medical Leave Act**

Department of Education staff implemented process mapping, case management tracking, customer satisfaction surveys and quality improvement reviews to handle a dramatic increase in the number of labor relations cases relating to the Family and Medical Leave Act. Assured compliance with applicable labor law requirements reduces litigation exposure. For more information please contact Teva Hightower at (850)-245-0524 or email [teva.hightower@fldoe.org](mailto:teva.hightower@fldoe.org). 2006-DOE-006

### **Quality Management System**

The Quality Management System is a web-based system that allows for monitoring the quality of services provided by over 4,500 employees who administer the State's public assistance programs. This system provides managers the ability to monitor and make necessary corrective actions associated with the quality of service provision. The system could be easily adapted by any governmental agency that needs to review and monitor the quality of work performed. For more information, please contact Ellen Ransdell at (850) 487-2969 or email [ellen\\_ransdell@dcf.state.fl.us](mailto:ellen_ransdell@dcf.state.fl.us). 2006-DCF-113

### **Social Services Reviews**

A customized application for the Florida Child and Family Services Review is a paperless method for all reviewers to enter data and information in response to questions. The application provides a summary function to generate data instantly and the capability to provide summary charts/graphs on the date that the review is completed.

The application, which uses MicroSoft Access and Visual Basic programming, can be easily extended to other reviews such as community based care case management. For more information, please contact Sifu Zhou at (305) 377-5006 or email [Sifu\\_Zhou@dcf.state.fl.us](mailto:Sifu_Zhou@dcf.state.fl.us). 2006-DCF-066

### **Protective Supervision Guide to Increase Quality Services**

A guide to assist counselors in providing quality protective supervision case management includes a fill in the blank, step by step process to help insure that all policies, statutes and court ordered actions are followed. This guide can be adapted by any Department of Children & Families unit since it is based on state law and department policy. For more information, please contact Emilio Maicas at (954) 267-2118 or email [Emilio\\_Maicas@dcf.state.fl.us](mailto:Emilio_Maicas@dcf.state.fl.us). 2006-DCF-071

### **Increased Performance of Child Protective Investigators**

An automated unit leader board developed in the Department of Children and Families' Panhandle Zone provides child abuse and neglect managers with a quick and reliable database to gage performance and take action where needed. This system helps enhance the safety of children and services to families, and saves workers and managers hours of manual data gathering. For more information, please contact Janice Thomas at (850) 488-0577 or email [janice\\_thomas@dcf.state.fl.us](mailto:janice_thomas@dcf.state.fl.us). 2006-DCF-079

### **Substance Abuse Prevention Contracting**

A performance-based system developed by Department of Children and Families staff and used to manage and evaluate more than 80 community-based prevention projects of the Governor's Office of Drug Control's statewide drug free community grant program is the first cross-agency data-collection system for prevention in Florida. This system increases accuracy of participant counts, increases contract accountability, improves the linkage of process to outcome data, and improves management of service delivery. More accurate cost per client data will work to the state's benefit when negotiating future contracts. For information, please contact John (Skip) Forsyth at (850) 413-6705 or email [Skip\\_Forsyth@dcf.state.fl.us](mailto:Skip_Forsyth@dcf.state.fl.us). 2006-DCF-081

## **QUALITY IMPROVEMENT (cont.)**

### **Improved Employment Rate**

The TBWA Core Services team increased the entered employment rate in the region by improving processes that facilitate increased business relationships and the marketability of employment candidates. The net result is an economic impact of more than \$170 million dollars in the region and a positive impact on our ability to assist employers fill vacant positions in various industries. The entered employment rate (EER) was improved from 28,016 (FY 03-04) to 46,895 (FY 04-05), an increase of 67%. For more information, contact Michael Garcia at (813) 930-7428 or email [garciam@workforcetampa.com](mailto:garciam@workforcetampa.com). 2006-AWI-004

### **Reducing Unemployment Compensation Overpayments**

Re-engineering detection and collection processes regarding unemployment compensation overpayments reduced the number of audit documents mailed to employers from 100,000 to 39,000. More than 42,000 cases involving nearly \$40 million were referred to a private collection agency. For more information, please contact Dianne Parcell at (850) 245-7413 or email [Dianne.Parcell@awi.state.fl.us](mailto:Dianne.Parcell@awi.state.fl.us). 2006-AWI-002

### **Wage Garnishment**

Based on Sterling Criteria process management guidelines, the Department of Education's Office of Student Financial Assistance identified major processes and developed flowcharts to improve its work flow efficiency. Management guidelines eliminated unnecessary steps in the wage garnishment process and established monitoring of control indicators and measures. All organizations can adapt and benefit through the mapping of this unit's process workflows and operational planning. For more information, please contact Charles Mulvaney at (850) 245-1992 or e-mail at [charles.mulvaney@fldoe.org](mailto:charles.mulvaney@fldoe.org). 2006-DOE-001

### **Public/Private Partnership**

Staff had conducted an inquiry process to better understand information products including dashboards, balanced scorecards, and business intelligence. The original purpose of the inquiry was to map out processes whereby state education information repositories could be made more accessible to decision makers and the general public. This process lead to an understanding that information products should be tailored for particular settings including the classroom.

Companies work with the state's robust education data resources (which are considered national models by many states) in exchange for absorbing the costs of development and deployment. The project continues to provide challenges due to its "no cost" features. For more information, please contact Jay Pfeiffer at (850) 245 - 0437 or email [jay.pfeiffer@fldoe.org](mailto:jay.pfeiffer@fldoe.org). 2006-DOE-011

### **Telephone "Hotline" Improves Safety**

Immediate reporting of "near miss" or potentially unsafe situations resulted in a one-year 41% reduction in claims at the Broward County Health Department. Worker's compensation and liability expenses were reduced by 57% (\$164,000). For more information, please contact Brian Lane (954) 467-4824 or email [Brian.Lane@doh.state.fl.us](mailto:Brian.Lane@doh.state.fl.us). 2006-DOH-005

### **Streamlined processes**

Creating and implementing Internet-based licensure applications as well as recommendations to revise board rules resulted in a 12.5% reduction in application processing time this year (from 15.1 days in FY 2003-2004 to 12.2 days in FY 2004-2005) and a 66% reduction over the past 3 years (from 36 days in January 2002 to 12.2 days in FY 2004-2005). This reduction in processing time occurred despite a 25% increase in the number of applications. The economic impact is estimated conservatively at \$32.5 million in direct wage benefit to nurses and \$97.5 million in community economic impact (per US Department of Labor). For more information, please contact Dan Coble at (850) 245-4158 or email [dan\\_coble@doh.state.fl.us](mailto:dan_coble@doh.state.fl.us). 2006-DOH-021

## **QUALITY IMPROVEMENT (cont.)**

### **Labor Relations Case Management**

Process mapping, management tracking, customer satisfaction surveys and quality improvement reviews helped to handle a dramatic increase in the number of labor relations cases, saving more than \$200,000 annually. Assured compliance with applicable labor law requirements has reduced litigation exposure for the Department. For more information please contact Teva Hightower at (850)-245-0524 or email [teva.hightower@fldoe.org](mailto:teva.hightower@fldoe.org). 2006-DOE-006

### **Audit Case Management System**

An approach for improving general tax administration compliance support assessment processes can be adopted by other state agencies. Implementation of an audit case management system reduced errors for estimated four-year savings of over \$1 million. For more information, please contact Deborah Davis at (850) 921-6182 or email [davisdeb@dor.state.fl.us](mailto:davisdeb@dor.state.fl.us). 2006-DOR-004

**For a list of adaptable achievements in the field of Quality Assurance from the 2003-2005 awards competitions, please click [here](#).**