

## Appendix B: Staff Survey

GCHD staff from each division are part of a CQI project aimed at improving documentation of staff training. To identify issues and make improvements, we first need to collect as much data as possible about how we currently document our trainings.

Please complete the survey below by October 14th and return to April Swartout either by replying to this e-mail or printing off the survey and returning it via interoffice mail.

Thank you.

CQI project committee

1. Between January 2008 and June 2008, please indicate the **number** of each type of training opportunity you participated in.

\_\_\_\_\_ Conferences (ex. GCHD Public Health Week Conference, SOPHE Conference )

\_\_\_\_\_ Workshops, seminars, or other instructor led training (emergency preparedness training, field staff safety training, Healthy Homes workshop)

\_\_\_\_\_ Web casts, Webinars or satellite programs viewed (ex. Immunization updates, emergency preparedness)

\_\_\_\_\_ On-line training (ex. F.I.R.St., FEMA Independent Study classes)

2. Of all the trainings you indicated that you participated in above, please indicate the number of request forms you submitted. (The request form is the form signed by your supervisor)

3. Of all the trainings you indicated that you participated in above, please indicate the number of "Report Regarding Workshop, Conference, Convention, or Seminar Attended" forms you completed.

4. If you did not fill out a conference request form or a "Report Regarding Workshop, Conference, Convention, or Seminar Attended", please indicate how was your training documented. (Please check all that apply.)

\_\_\_\_\_ Monthly Report

\_\_\_\_\_ Dailies log

\_\_\_\_\_ Employee kept log or list

\_\_\_\_\_ Other: \_\_\_\_\_

\_\_\_\_\_ Training was not documented

## Appendix C: Tools, Diagrams or Processes Used

### 5 Whys)

Question:

Why don't we track all staff trainings in a central location?

Because there are no requests for the data

Why?

Divisions each have their own tracking system

Why?

Each division has specific training requirements

Why?

**There is no GCHD Training Plan.**

Why?

Question:

Why don't we track all staff trainings in a central location?

Because there are no requests for the data

Why?

There is limited input of data.

Why?

There is an absence of responsibility (no assigned staff).

Why?

Documentation is not a priority.

Why?

There is no recognition of training as a priority.

Why?

Value of training is not recognized

Why?

**There is no GCHD Training Plan.**

Why?

Training is not universally valued and resources are not committed.

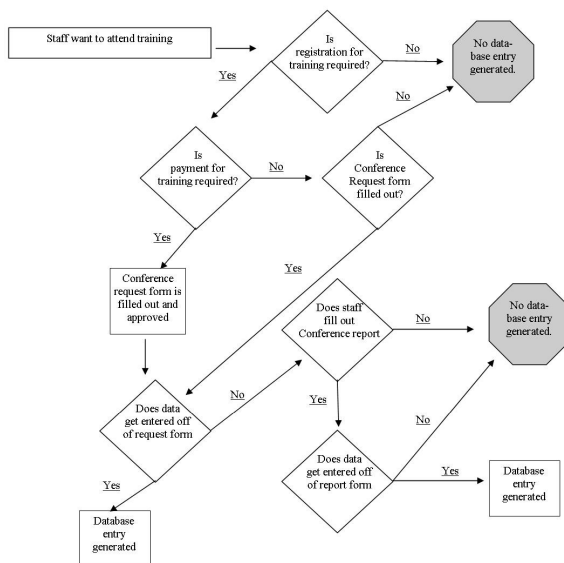
Why?

Training is not linked to public health competencies.

Why?

**PH competencies are not recognized.**

### Process Map (initial)



**Checksheet (8/07-7/08)**

Trainings tracked in staff database						Date: August 2007 – July 2008								
Observation	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	July	Total	
Total number of entries for month	13	11	32	16	9	14	5	23	72	27	11	5	238	
Number of entries for in-house trainings (at HD or GC)	2	0	7	0	0	2	1	1	2	0	0	1	16	
Number of entries for away trainings/conferences	11	11	25	16	9	12	4	22	70	27	11	4	222	
Number of entries for computer-based/satellite based training	0	0	1	0	0	2	1	1	0	0	0	1	6	
Number of entries for general skills training	4	1	7	0	0	0	0	2	2	0	2	0	18	
Number of entries for program/job specific training	9	10	25	16	9	14	4	21	70	27	9	5	219	
Number of known errors in assignment of training	2	0	2	2	0	0	0	1	0	0	0	0	7	
Number of entries with a cost associated with the training	2	6	18	11	5	8	3	18	61	24	3	0	159	
Number of entries with incomplete information (including CEU category)	13	11	32	16	9	14	5	23	66	27	11	5	232	
Number of entries with incomplete information (excluding CEU category)	6	3	9	8	1	6	2	3	9	4	3	3	57	
Number of entries with incomplete Vendor info	6	1	8	7	1	6	1	3	8	4	3	3	51	
Number of entries with incomplete course location information	0	0	1	1	0	0	1	0	0	0	0	3	6	
Number of entries with incomplete cost information	0	1	2	1	0	2	2	0	0	0	0	3	11	
Number of entries with incomplete course title information	0	0	0	1	0	0	1	0	0	0	0	3	5	
Number of entries with incomplete days information	0	1	0	1	0	0	2	0	0	0	0	3	7	
Number of entries for GCHD mandatory trainings (NEO/HIPAA/OSHA/EP trainings)	0	0	0	0	0	0	0	0	2	0	0	0	2	

**Checksheet (9/08-12/15/08)**

Observation	Sept., 2008	Oct., 2008	Nov., 2008	Dec. 2008 (12/17)
Total number of entries for month	17	47	21	14
Number of entries for in-house trainings (at HD or GC)	4	0	4	10
Number of entries for away trainings/conferences	13	47	17	3
Number of entries for computer-based/satellite based training	0	0	0	0
Number of entries for general skills training	2	0	4	1
Number of entries for program/job specific training	15	47	17	13
Number of known errors in assignment of training	0	0	0	0
Number of entries with a cost associated with the training	11	30	13	1
Number of entries with incomplete information (including CEU category)	17	13	21	9
Number of entries with incomplete information (excluding CEU category)	3	0	1	0
Number of entries with incomplete Vendor info	3	0	0	0
Number of entries with incomplete course location information	0	0	1	0
Number of entries with incomplete cost information	1	0	0	0
Number of entries with incomplete course title information	0	0	0	0
Number of entries with incomplete days information	0	0	0	0
Number of entries for GCHD mandatory trainings (NEO/HIPAA/OSHA/EP trainings)	2	0	4	0

## Pareto Charts

