

Grievances Louisville Metro Corrections



KPI Owner: Eric Troutman

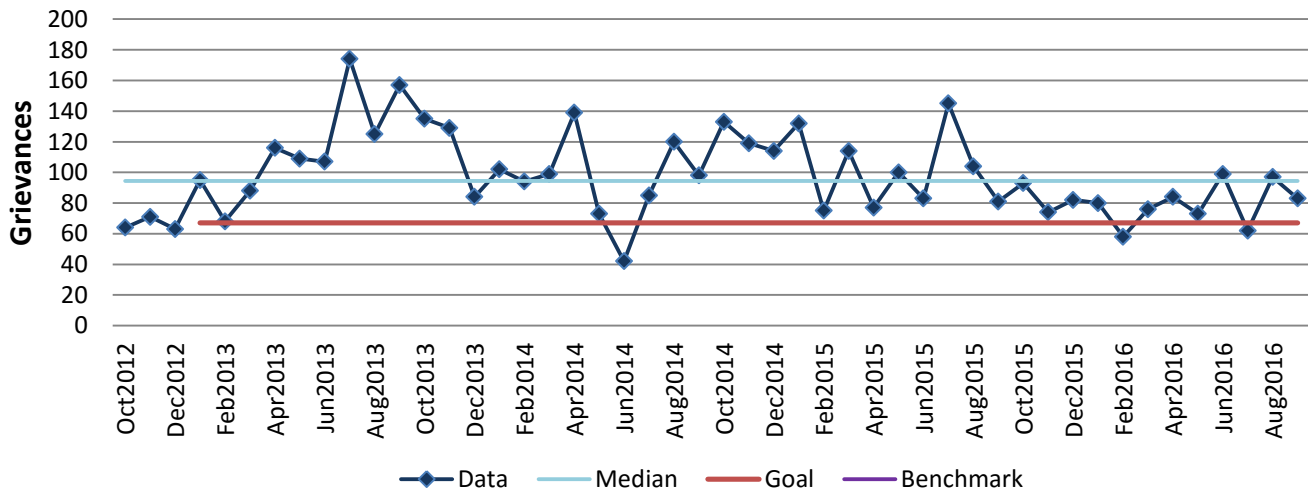
Process: Inmate Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY12- 67 grievances per month Goal: < 67 Grievances per month Benchmark: N/A	Data Source: Xjail Goal Source: 2012 LouieStat Reports Benchmark Source: N/A	Plan-Do-Check-Act Step is unclear Measurement Method: The number of inmate grievances filed in one month. Why Measure: To provide care as mandated by KRS and jail standards. Next Improvement Step: Determine whether or not this measure will be tracked or monitored to problem solve.

How Are We Doing?

Oct2015-Sep2016 12 Month Goal	Oct2015-Sep2016 12 Month Actual		Sep2016 Goal	Sep2016 Actual	
804	961	⬇	67	83	⬇
Grievances	Grievances		Grievances	Grievances	

Grievances



Oct2015-Sep2016 Pareto Analysis

