

Grievances Louisville Metro Corrections



KPI Owner: Eric Troutman

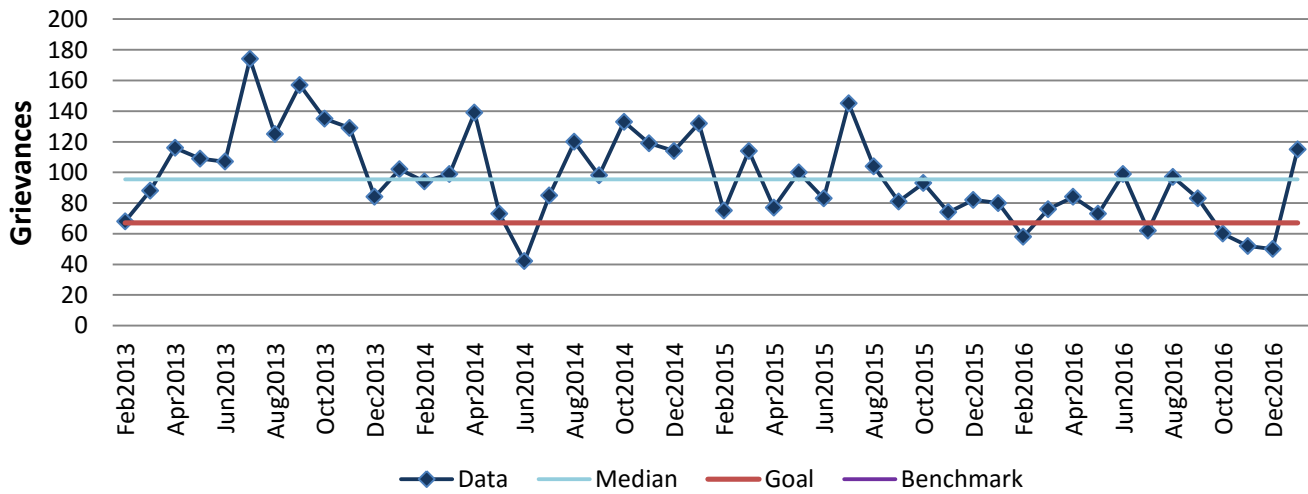
Process: Inmate Management

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?

Feb2016-Jan2017 12 Month Goal	Feb2016-Jan2017 12 Month Actual		Jan2017 Goal	Jan2017 Actual	
804	909		67	115	
Grievances	Grievances		Grievances	Grievances	

Grievances



Feb2016-Jan2017 Pareto Analysis

