

Grievances Louisville Metro Corrections



KPI Owner: Eric Troutman

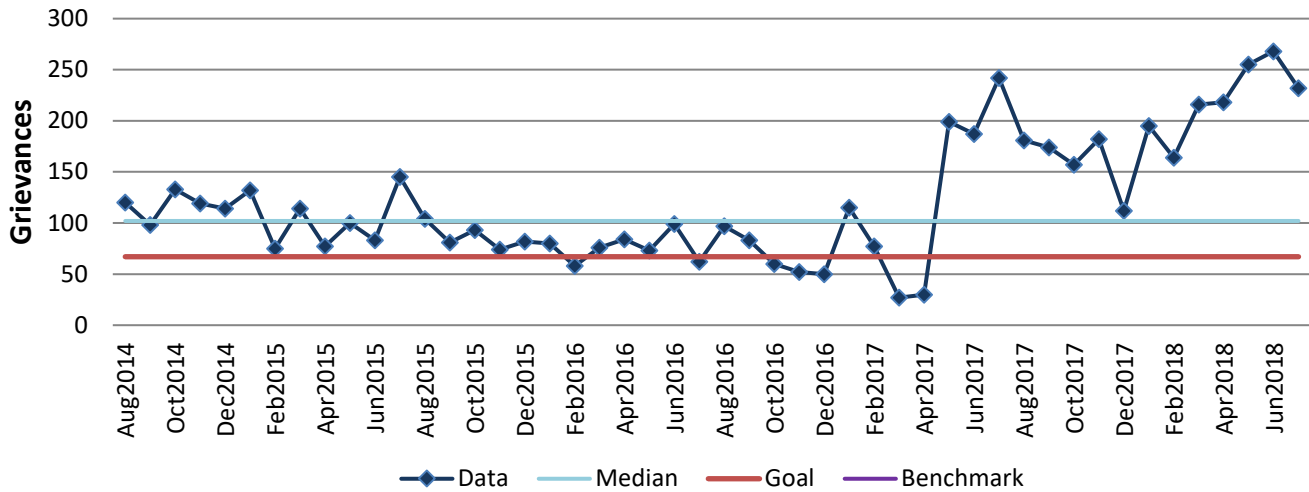
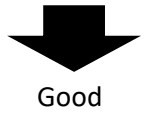
Process: Inmate Management

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?

Aug2017-Jul2018 12 Month Goal	Aug2017-Jul2018 12 Month Actual		Jul2018 Goal	Jul2018 Actual	
804	2,354	⬇️	67	232	⬇️
Grievances	Grievances		Grievances	Grievances	

Grievances



Aug2017-Jul2018 Pareto Analysis

