

Employees Not Reached During Call Down Drills Public Health & Wellness



KPI Owner: Director of Environmental Health Division

Process: Diagnose and Investigate

| Baseline, Goal, & Benchmark | Source Summary | Continuous Improvement Summary |
|---|---|--|
| Baseline: Cal 2014 - 40.6% empls not reached Goal: No more than 15% employees not reached within 60 minutes. Benchmark: TBD | Data Source: Internal Records Goal Source: Executive Leadership Benchmark Source: TBD | Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: Percentage of personnel who do not confirm notification within 60 minutes Why Measure: Evaluate ability to rapidly notify personnel in case of emer Next Improvement Step: Determine and Quantify Root Causes |

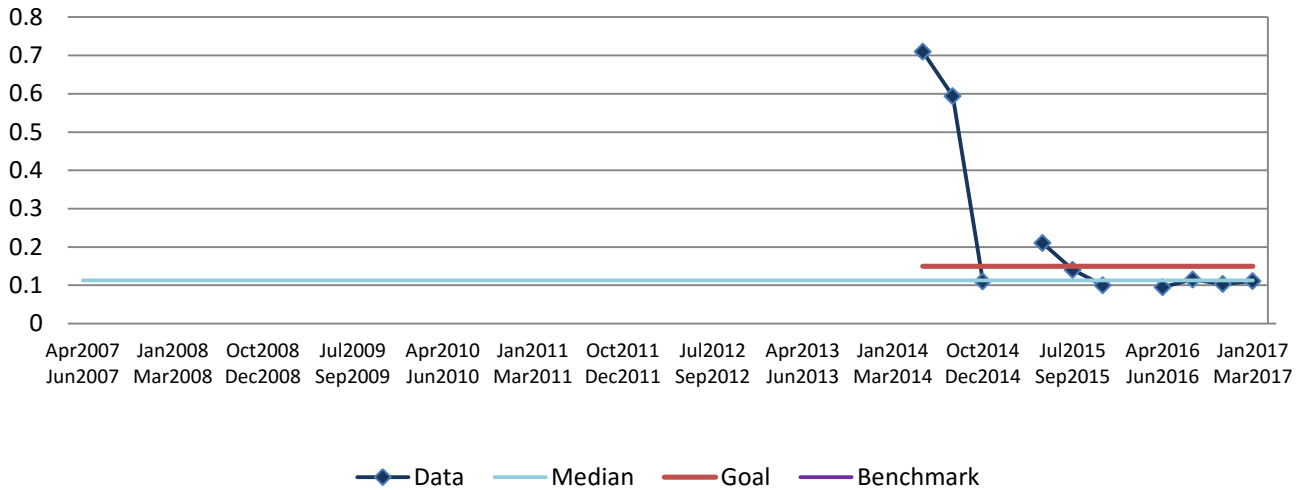
How Are We Doing?

| Apr2012-Mar2017 5 Year Goal | Apr2012-Mar2017 5 Year Actual | | Jan2017-Mar2017 Goal | Jan2017-Mar2017 Actual | |
|--------------------------------|----------------------------------|--|-------------------------|---------------------------|--|
| 15% | 23% | | 15% | 11% | |
| Units | Units | | Units | Units | |

Employees Not Reached During Call Down Drills



Good



Data Note: LMPHW has begun using the Kentucky Health Alert Network (HAN) to notify staff of emergencies and is using the system to conduct call-down drills. We anticipate a slight decline in the number of staff reached within 60 minutes in the first drills as staff become acclimated to the system, but ultimately HAN affords a much more efficient process for quickly contacting staff in the event of an emergency.