

Employees Not Reached During Call Down Drills Public Health & Wellness



KPI Owner: Director of Environmental Health Division

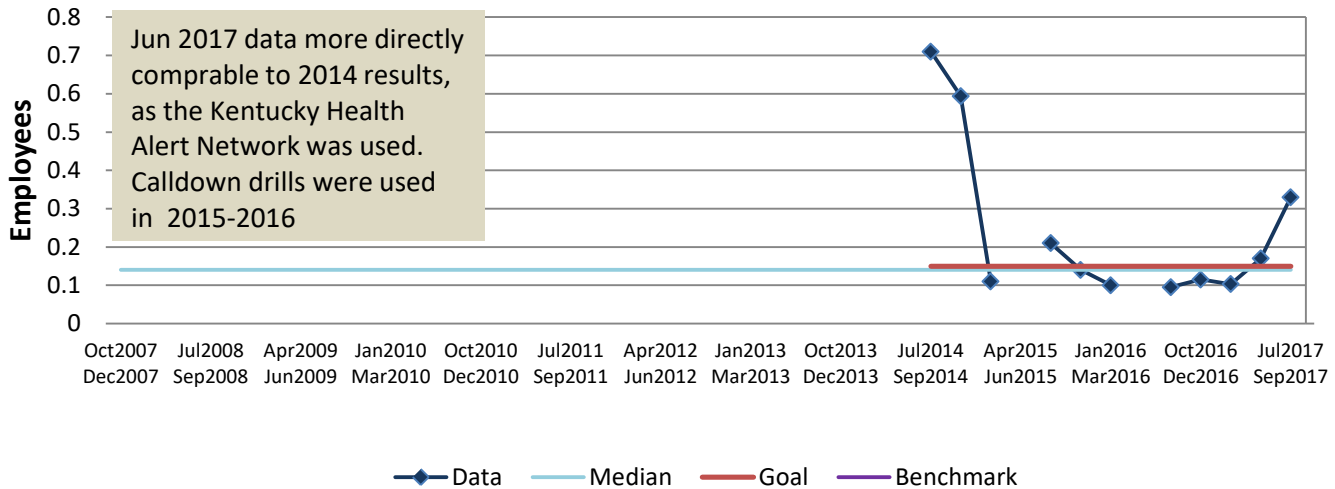
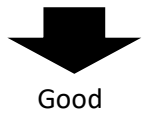
Process: Diagnose and Investigate

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 8: Monitor and diagnose Measurement Method: Percentage of personnel who do not confirm notification within 60 minutes Why Measure: Evaluate ability to rapidly notify personnel Next Improvement Step: Emphasizing HAN procedures with supervisors (unknown calls and being available) and updated phone numbers in the system

How Are We Doing?

Oct2012-Sep2017 5 Year Goal	Oct2012-Sep2017 5 Year Actual		Jul2017-Sep2017 Goal	Jul2017-Sep2017 Actual	
15%	24%		15%	33%	
Employees	Employees		Employees	Employees	

Employees Not Reached During Call Down Drills



Apr - Jun2017 Pareto Analysis

