

# 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

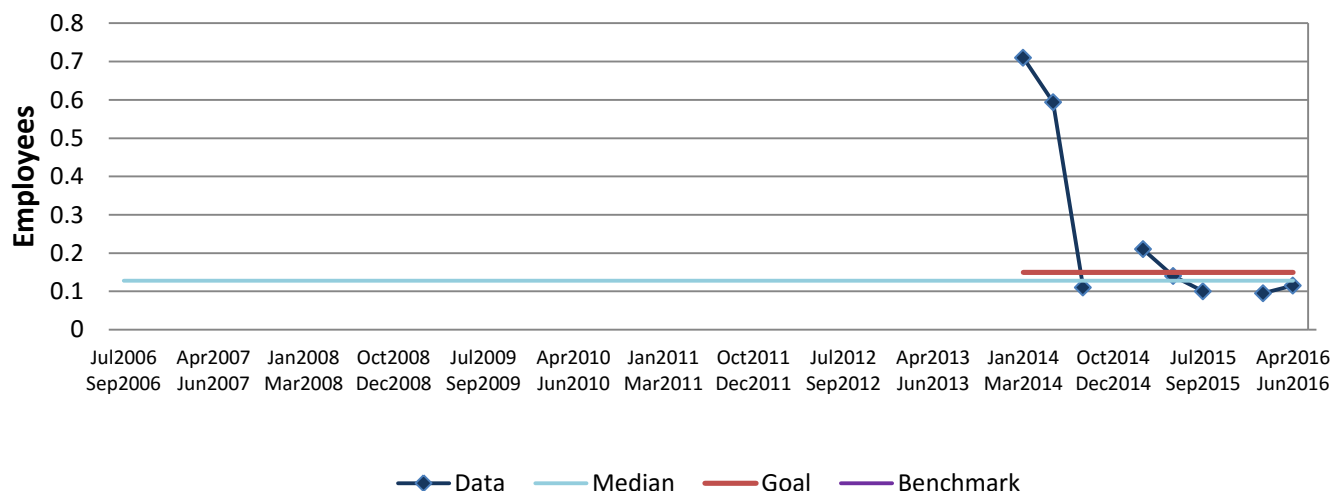
### How Are We Doing?

Jul2011-Jun2016 5 Year Goal	Jul2011-Jun2016 5 Year Actual		Apr2016-Jun2016 Goal	Apr2016-Jun2016 Actual	
<b>15%</b>	<b>26%</b>		<b>15%</b>	<b>12%</b>	
Employees	Employees		Employees	Employees	

## Employees Not Reached During Call Down Drills



Good



**Note: Due to staff vacancies in Preparedness, we did not conduct the quarterly call-down drill in Q4 2015. However, LMPHW did conduct a drill through the Health Alert Network (HAN) for key response personel, including Incident Command, Point of Dispensing and Local Distribution Site personnel, and the Public Health Information Officer. In that drill, 11% of participants did not confirm receipt of the alert. A report was completed and included an action plan to address issuess and weaknesses identified.**