

Employees Not Reached During Call Down Drills Public Health & Wellness



KPI Owner: Matt Rhodes

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

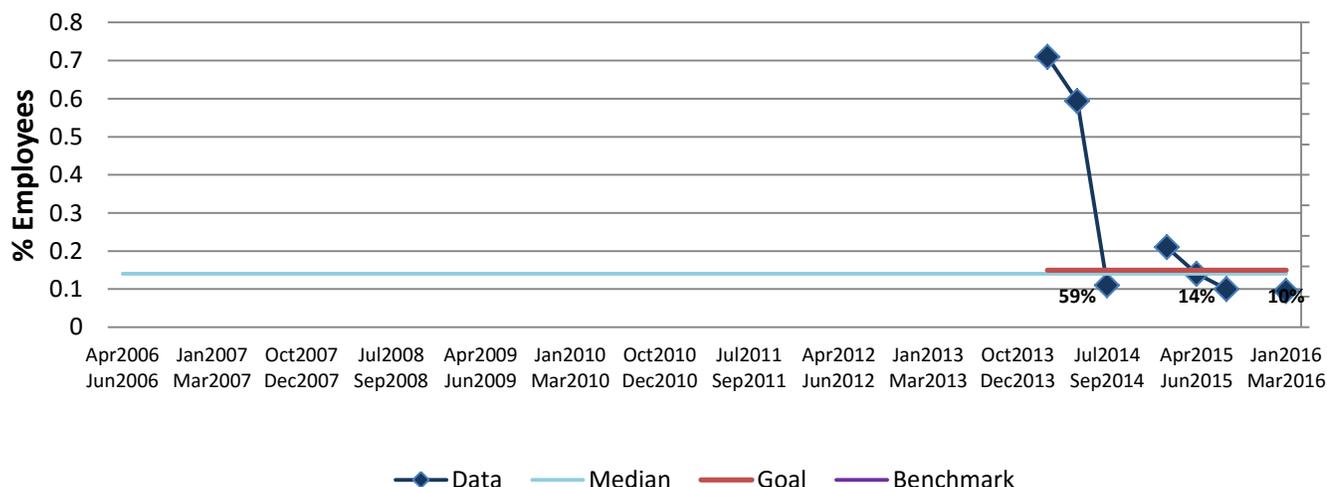
How Are We Doing?

Apr2011-Mar2016 5 Year Goal	Apr2011-Mar2016 5 Year Actual		Jan2016-Mar2016 Goal	Jan2016-Mar2016 Actual	
15%	28%		15%	10%	
% 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 personnel, 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 issues and weaknesses identified.