

STORYBOARD TEMPLATE

Final July 2018

LOCAL HEALTH DEPARTMENT NAME: Gallia County Health Department
ADDRESS: 499 Jackson Pike, Suite D Gallipolis, OH 45631
PHONE NUMBER: 740-441-2018
SIZE: 9 team members: Administration, Nursing, Environmental Health & WIC
POPULATION SERVED: 30,763 residents of Gallia County, Ohio
PROJECT TITLE: Enhancing the New Employee Experience through Onboarding

PLAN

Identify an Opportunity and Plan for Improvement

1. Getting Started

Project Mission: To create a comprehensive method used to orient new employees hired by the GCHD for the purposes of increased satisfaction, commitment, and understanding of the agency's department wide processes and procedures.

2. Assemble the Team

Dr. Gerald Vallee: Administration
Lou Ann Whittington: Administration
John McKean: Environmental Health
Tyler Schweickart: Environmental Health
Melissa Conkle: Nursing
Brittany Muncy: Nursing
McKenzie Conley: Nursing
Courtney Vollborn: WIC
Rachel Chambers: WIC

3. Examine the Current Approach

We handle required elements of orientation well; beyond that there is great variation and lack of consistency in orientation of new employees. There is no persistent approach to documenting and explaining the existing culture of the organization and there is a lack of awareness on the part of the staff of participating in the socialization process. There is a lack of scheduled time and standard designation of who will do what in orientation plans; no consistent expectation of a comprehensive orientation plan that is documented and sent to the personnel file; no defined agency-wide welcoming process.

4. Identify Potential Solutions

Gather input from department supervisors on orientation processes and procedures from each department and create flowcharts

Gather data related to current orientation process from recent new hires (surveys)

Develop a plan for consistent welcoming strategies for new employees

Consider if there is any portion of the orientation that could be done prior to first

day of employment

Develop a master department wide template for orientation and consistent flowcharts

Develop an evaluation process post – orientation (survey)

5. Develop an Improvement Theory

By the close of the project, if a master onboarding template is developed, then a formalized onboarding process is created with expectations that new employees are better informed, more engaged and welcomed, which has the potential to increase job satisfaction and retention.

DO

Test the Theory for Improvement

6. Test the Theory

An orientation packet for new employees was developed and presented to the four most recent GCHD new employees for feedback.

CHECK or STUDY

Use Data to Study Results of the Test

7. Check/Study the Results

Feedback provided by the four most recent hires endorsed:

- Contents of orientation packet favorably received
- "Cheat sheet" for certain day-to-day administrative procedures help the employee feel proficient in those procedures
- New employees felt that they had a basic understanding of what each program offers
- Orientation packet was organized and very helpful

ACT

Standardize the Improvement and Establish Plans

8. Standardize the Improvement or Develop New Theory

Adopt:

- New employee orientation packet

Amend:

- Department specific new employee orientation flowcharts

9. Establish Future Plans

Create a central location where all new employee orientation materials are held, so that orientation packets can be prepared when needed.



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