

Electronic Evaluations

Lake Cumberland District Health Department
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Quality Improvement Story Board

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PLAN

Problem Statement

Performance evaluations are not returned to HR in a timely manner. The current procedure also increases the risk of breached confidentiality and the chance the form will be lost while moving up the chain of command during the review / signature process.

Aim Statement

1. Time for evaluations to make it through the complete cycle will decrease by 50% (from 2 months to less than 1 month) by May 30, 2019.
2. 90% of all evaluations are completed and submitted electronically before the evaluation is due to be returned to the Human Resources Office, by May 30, 2019.

Process Outline & Relevant Data

Evaluations are always due the pay period (2 weeks) before the annual increment is due (state requirement), with the current system, they must be sent out 2 months in advance of that date in order for to be completed and back to HR in order to be processed before the submission due date.

The evaluation form is often late, misplaced, takes a long time to travel back and forth across the district in the interoffice mail system, and, of course, confidentiality is always a concern with papers traveling in unsealed envelopes through district mail.

Identify Potential Causes

Just takes a long time for things to travel through a 10-county district via interoffice mail

The evaluation form is in an undistinguishable interoffice envelope so it often gets misplaced or set aside with other mail.

Evaluations must also go through the chain of command (depending on employee specialty) before submitted to HR which also takes more time (due to the reasons stated above).

Identify Potential Solutions

Electronic version of the form so that interoffice mail would no longer be an issue. This would also increase confidentiality.

Utilize a PDF, accompanied by a digital signature, and utilize the LCDHD server or the Next Cloud file share ability to share the evaluations and increase confidentiality.

Improvement Theory

If we could develop an electronic process for the completion and submission of performance evaluations that would increase the timeliness of evaluation submission and maintain individual's confidentiality.

DO

Test the Theory

Many different versions of the evaluation form and routes of dispersal where piloted during the completion of this QI project as evidenced by the meeting minutes.

Each pilot had its own advantages / disadvantages as we worked through them. Finally, an excel program of the evaluation was created that met our needs and that was piloted with those outside the team.

CHECK

Study the Results

After testing the electronic performance evaluation with a small group, it was determined to be successful. There have only been minor glitches with the program, usually related to user error. The pilot group suggested that we develop written instructions and send to the supervisors. Those instructions are sent to the supervisor with each evaluation.

There has been no negative feedback regarding the form or the process. All performance evaluations are completed and submitted electronically now. The completed forms are being returned to HR within 2 days after the evaluation has taken place; most within hours after completion.

ACT

Standardize or Develop New Theory

LCDHD has adopted the electronic performance evaluation process. Starting May 1, 2019 all evaluations are completed and submitted through the electronic process. This has decreased the amount of time the needed to complete the chain of command / signature process. To help avoid late evaluations, the HR department now sets up a calendar reminder to alert HR and the supervisor 2 weeks before the evaluation is due.

Future Plans

LCDHD will continue to look for ways to improve the evaluation process. Electronic video conferencing platforms may be an acceptable way to complete some evaluations. Also, in an effort to ensure employees have an up to date job description, they will be emailed to supervisors along with all annual performance evaluation.