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PLAN

Identify an opportunity and plan for improvement.

Area for Improvement (Why focus on this area?)

The main method of communication between VT DOC Case Workers and Inmates in Kentucky is through Staff Contacts (forms used to write back and forth). VT DOC staff were using multiple delivery methods on different time schedules and we wanted to make this process more effective and efficient.

Target Goal

Increase effective, efficient & accountable communications with inmates in KY by 5% within 2 months.

Baseline Data

We tracked a sample number of staff contacts sent via different methods during May and June 2012 to determine how many reached the intended inmate.



What change ideas (theories) did you have before you started testing changes?

Identify and utilize 1 Point of Contact in KY, Explore different methods of sending staff contacts, Ensure follow through.

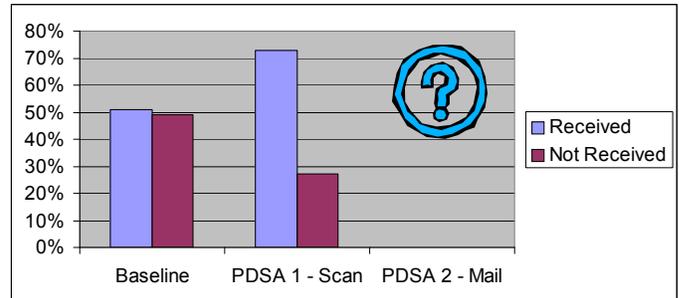
DO

What ideas for improvement did you test?

Using 1 Point of contact in KY (the Mailroom), we tested different methods of delivery through 2 PDSA cycles: 1) Scan and e-mail staff contacts to KY mailroom, twice per week and 2) Mail (US Postal Service) staff contacts to KY mailroom, twice per week.

STUDY

What were the results of your test(s)? What is your final post-change data compared to the



By scanning and e-mailing staff contacts, we found that the **rate of delivery increased by 22%** from the baseline data. In mailing staff contacts, we found tracking difficult. Of the 4 envelopes we sent, we could only confirm that 3 arrived. Of the 3 that arrived, it took an average of 7 days to arrive at the facility.

ACT

What lessons did you learn from the process? How will this change be sustained?

We learned that the most effective, efficient and accountable method of staff contact delivery was through scanning and e-mailing to 1 centralized point of contact in Kentucky. This system allows for quick delivery and allows us to confirm the staff contacts were received by Kentucky. We originally thought the most accountable delivery method would have been through the US Mail, however our test of that system showed that it was hard to account for and took approximately 1 week for delivery.

We will continue to scan our staff contacts twice per week to the Kentucky Mailroom for delivery to the intended inmates. We will also continue to work with our contractor in Kentucky to ensure timely delivery and follow through.