

Team Members: Jessica Doos, Jeffrey Heath, Gillian MacMurtry, Linda King, Patty Dean

Team Leader: Megan Lausted

Executive Sponsor: Moira Cook

PLAN

Identify an opportunity and plan for improvement.

Area for Improvement

Reduce the amount of work time spent on following up with participants that have missing Proof of Deliveries.

Target Goal

By September 30, 2012, the number of WIC participants on the monthly list of missing Proof of Deliveries will decrease by 25%.

Baseline Data

The average number of participants with missing Proof of Deliveries was 131.8 for February through June 2012.

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

Work with dairy to increase number of Proof of Deliveries picked up at time of delivery and send reminder messages to participants to put out Proof of Delivery.

DO

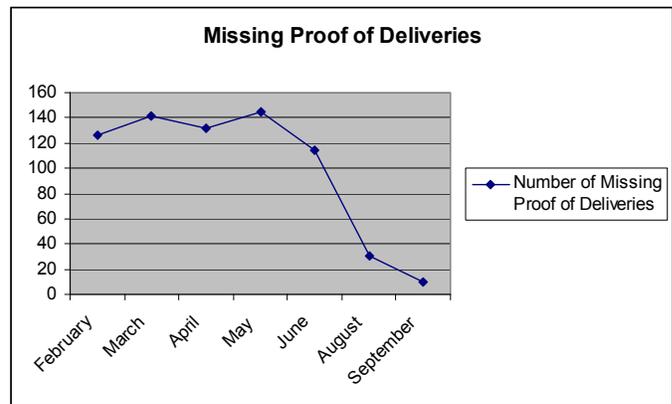
What ideas for improvement did you test?

- Designed a survey to ask participants about challenges with putting out Proof of Delivery.
- Developed strategies with dairy to decrease missed Proof of Deliveries at time of food delivery including: knocking on door, extra slips in truck, call if no Proof of Delivery was left out.
- Collect WIC participant email addresses and send out email reminders.

STUDY

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

Survey: 31/38 reported forgetting to put out slip
 7/38 reported putting out wrong week
 7/38 reported dairy did not pick up
 3/38 reported other reasons



➡ **There was a 92% decrease in the number of missing Proof of Deliveries from February to September.**

No changed was noted with email reminders.

ACT

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

Lessons Learned

- We assumed that a large part of the problem was that the dairy was not picking up the slips. After reviewing the results of the survey, we realized our assumptions were incorrect.
- We knew that the number of missing Proof of Deliveries was an issue but looking at the data showed us how much work time we were actually spending on follow up to get the Proof of Deliveries submitted.

Sustainability

To sustain our progress, we plan to continue to have a positive relationship with the dairy and keep working and improving the strategies implemented through this project.