

**Team Members:** Gillian Marchessault and Christopher Bedell  
**Team Leader:** Dorey Myers

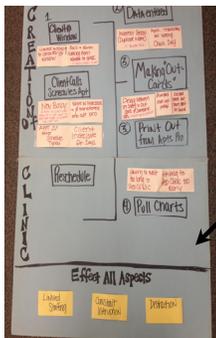
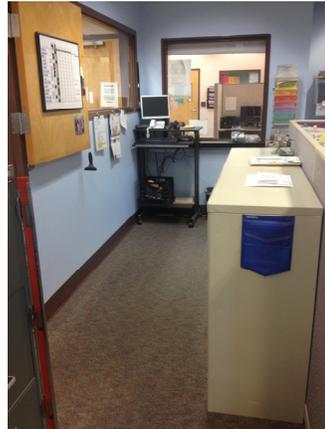
**Executive Sponsor:** Destiny Cadieux

**PLAN**

Identify an opportunity and plan for improvement.

**Area of Improvement:  
Decrease Staff Distraction  
in High Traffic Area.**

This area of our office has been described as a high traffic area. This is where staff sign-in and out, our client window is located, our fax machine is located, and our clerical staff sit. Unfortunately this leads to many distractions that can easily cause human error when writing up schedules for our WIC clinics, thereby leaving clients off the schedule. This can create issues for clinic flow, certifiers, clerical staff and client satisfaction.



Flow Chart

1. Limited Staffing
2. Constant Interruption
3. **Distraction** <-- Change

The team decided to focus on reducing staff distraction. The team decided having a sign to make staff aware to be mindful of noise during certain times (ie. clinic scheduling) could reduce mistakes caused by distraction.

**DO**

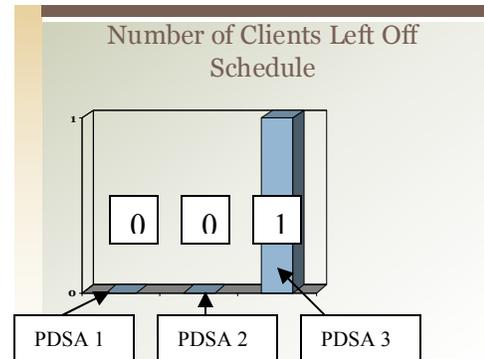
What ideas for improvement did you test?

PDSA Cycle	Sign-up @
Week 1	10-11 / 3-4 DAILY
Week 2	Clerical Discretion
Week 3	No Sign



**STUDY**

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



Qualitative and quantitative data for the project were collected through staff surveys after each cycle. This graph is an example of the number of clients left off the schedule during each PDSA Cycle. The third cycle, no sign was present and one client was left off the schedule.

**ACT**

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

**How Staff Felt When They Saw the Sign**

- ❑ "I liked seeing it. It reminded me that we as an office we're working together to make a change. I also wondered how staff were responding to it. I would observe what others were doing while the sign was up. I wonder whether or not staff kept to the premise of what we were attempting to achieve with this project"
- ❑ "Made me more aware of what I was doing in that space"
- ❑ "More aware of the goings-on in the office area"
- ❑ "It was a little weird but it also made you more aware of the many trips into clerical that might not be necessary"
- ❑ "Warm and Fuzzy"

This Change Project focused on changing an office culture in a certain area. Many of us had no idea that this area was such a high traffic area and it could lead to a lot of distraction during times when quiet time was needed. The project made staff more aware of their needs and priorities when entering this area.

**"A company's culture is often buried so deeply inside rituals, assumptions, attitudes, and values that it becomes transparent to an organization's members only when, for some reason, it changes."**

Rob Goffee