

**Team Members:** Karen Powers and Abby Young  
**Executive Sponsor:** Kathrin Lawlor

### PLAN

Identify an opportunity and plan for improvement.

#### Area for Improvement

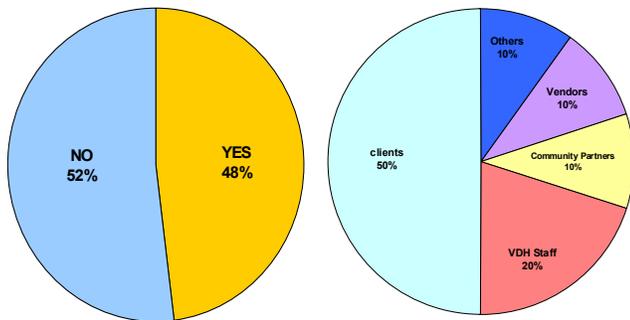
In November of 2008 our office was relocated to a building complex with a total of three buildings. Shortly after this relocation the complex was renamed. This event, coupled with being unable to see our office from the roadway and poor signage, makes finding us difficult.

#### Target Goal

Our goal was to reduce, by 90%, the number of visitors who have difficulty or become lost finding our office.

#### Baseline Data

First time visitors to our office were surveyed. We asked: "Did you have trouble finding our office?" The chart on the left shows the results of the survey. The chart on the right breaks down by percentage the type of visitors that answered "yes".



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

- Ensure our new address is stated consistently.
- Notify all partners of our new location.
- Improve signs providing direction to our location.
- Create a Facebook page with a map to the office.
- Improve map sent out to new clients.

### DO

What ideas for improvement did you test?

A new map was created with both written and visual directions to our office. It was sent out to clients prior to their first visit and as needed (for example, when a community group made a reservation for the conference room.)

### STUDY

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

Sufficient data from our post implementation study is not yet available. New visitors to our office are currently being surveyed. Numerical data is not available at this time although there has been a significant decline in the number of clients verbally reporting difficulty finding our office. Post implementation data will be reviewed to determine if more intervention is needed to improve all visitors ability to easily find our office.

### ACT

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

At this time it is standard practice for the map shown below to be sent to first time clients to our office and as needed to new visitors scheduled to come to the office. The map is available to send in both paper and electronic formats.

#### DIRECTIONS TO THE

AGENCY OF HUMAN SERVICES  
 VERMONT DEPARTMENT OF HEALTH ST. JOHNSBURY DISTRICT OFFICE  
**WIC Office & AHS CONFERENCE ROOM**  
 107 Eastern Avenue - ANNEX BUILDING  
 St. Johnsbury, VT 05819

**From Lyndonville and points North:**

- From Rt 11 South, get off at exit 21 to merge onto US-102 Eastward St. Johnsbury
- Continue up the hill and bear left at the top of the hill by the St. Johnsbury Academy sign to get onto Main St/US-102 East
- Travel about 700 feet on Main St and take right hand turn across from the Athenaeum to get onto Eastern Ave./US-102 East
- After about 900 feet down the hill, look for the Cabmount Arts Building on the right. There will be a tall cream colored sign with 107 Eastern Avenue at the top and "ANNEX Vermont Department of Health" a bit further than halfway down the sign
- Take the right after the sign, up a hill driveway between two pillars

**From Wells River and points South:**

- From Rt 102 North, get off at exit 20 to merge onto US-102 North toward St. Johnsbury
- After about 1.1 miles on Rt 5 North/Railroad Street past McDonald's on the left there will be an intersection
- Go into the left hand lane to turn left up Eastern Avenue/US-102 East
- After about 1500 feet look for a tall cream colored sign on the left with 107 Eastern Avenue at the top, and "ANNEX Vermont Department of Health" a bit further than halfway down the sign
- Take the left before the sign, up a hill driveway between two pillars

