

High Sick Leave Consumption Metro Animal Services



KPI Owner: Stephanie Moore

Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY12 Average of 22 Employees Goal: Reduce the number of employees with high sick leave consumption to 11 Benchmark: 11% LMG Top Quartile Oct2014	Data Source: Payable Time Peoplesoft Goal Source: Enterprise KPI for productivity Benchmark Source: OPI sick leave study	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: # of employees who used 9 or more out of 12 sick days ¹ in a 12 month period; rate calculated by dividing by total employees Why Measure: Promote a culture in which sick time is used appropriately Next Improvement Step: Educate stakeholders; Humana will be on-site once a month starting the end of April '15 to help promote employee health and wellness

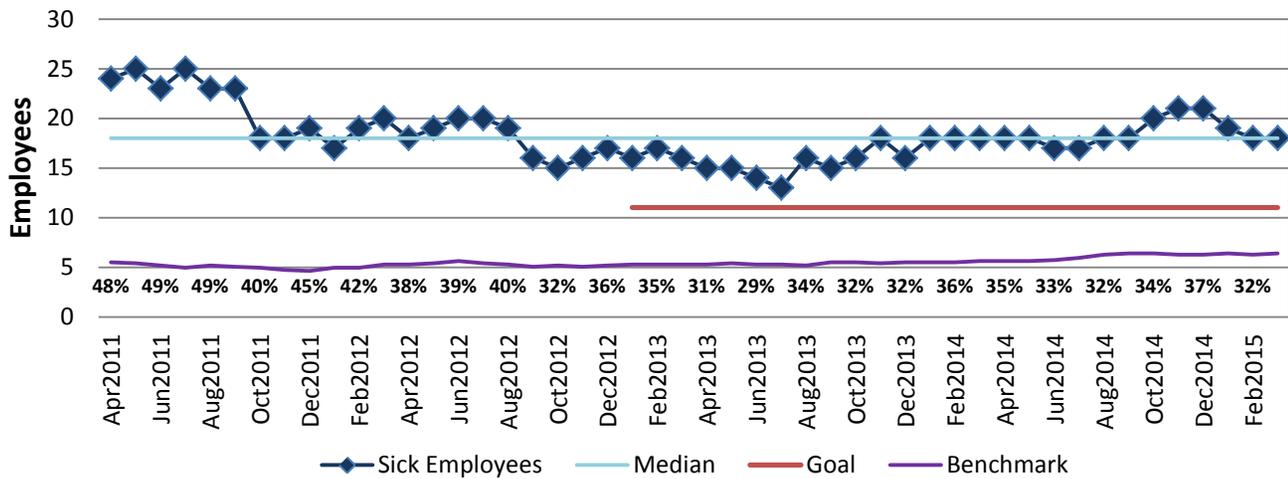
How Are We Doing?

Apr2014-Mar2015 12 Month Avg Goal	Apr2014-Mar2015 12 Month Average		Mar2015 Goal	Mar2015 Actual	
11	19		11	18	
Employees	Employees		Employees	Employees	

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Good



Brainstormed Root Causes:

- Compassion Fatigue
- Culture
- High Consumers