

High Sick Leave Consumption Public Health & Wellness



KPI Owner: Tammy Anderson

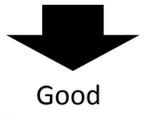
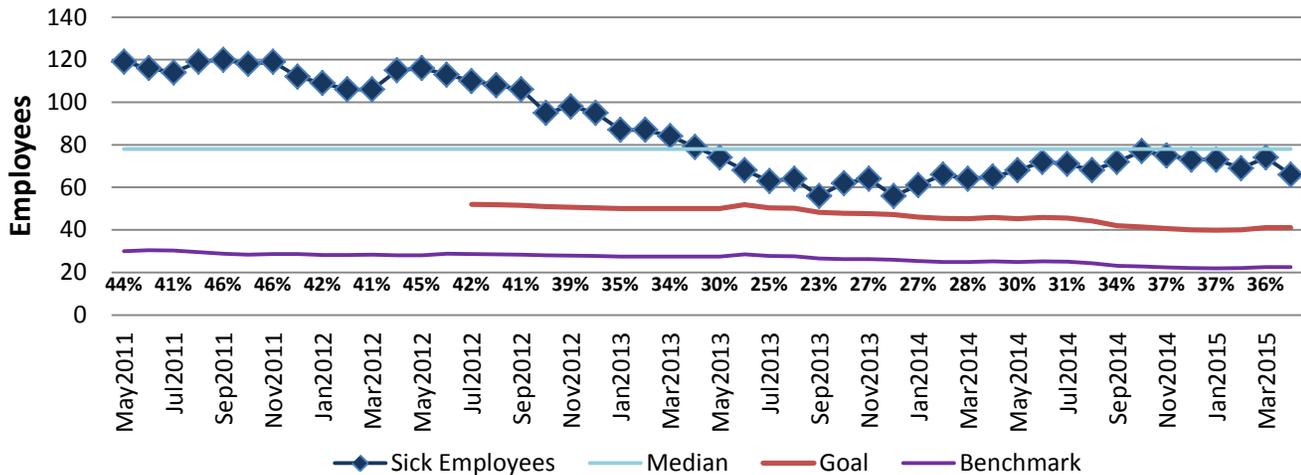
Process: Sick Leave Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: FY12 - 45% (115) of total employees</p> <p>Goal: Reduce the number of employees with high sick leave consumption to no more than 20% of the total number of Public Health and Wellness employees by June 30, 2015.</p> <p>Benchmark: 11% LMG Top Quartile Oct2014</p>	<p>Data Source: Payable Time PeopleSoft</p> <p>Goal Source: Scope Summary</p> <p>Benchmark Source: OPI sick leave study</p>	<p>Select Plan-Do-Check-Act Step</p> <p>Measurement Method: # of employees who used 9 or more out of 12 sick days¹ in a 12 month period; rate calculated by dividing by total employees</p> <p>Why Measure: Promote a culture in which sick time is used appropriately</p> <p>Next Improvement Step: Collect data on explanatory factors associated with sick leave usage</p>

How Are We Doing?

May2014-Apr2015 12 Month Avg Goal	May2014-Apr2015 12 Month Average		Apr2015 Goal	Apr2015 Actual	
42	72		41	66	
Employees	Employees		Employees	Employees	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.

¹A "day" is typically defined as standard hours per week divided by 5 unless otherwise stated in a union contract