

High Sick Leave Consumption Emergency Medical Services



KPI Owner: Jordan Mudd

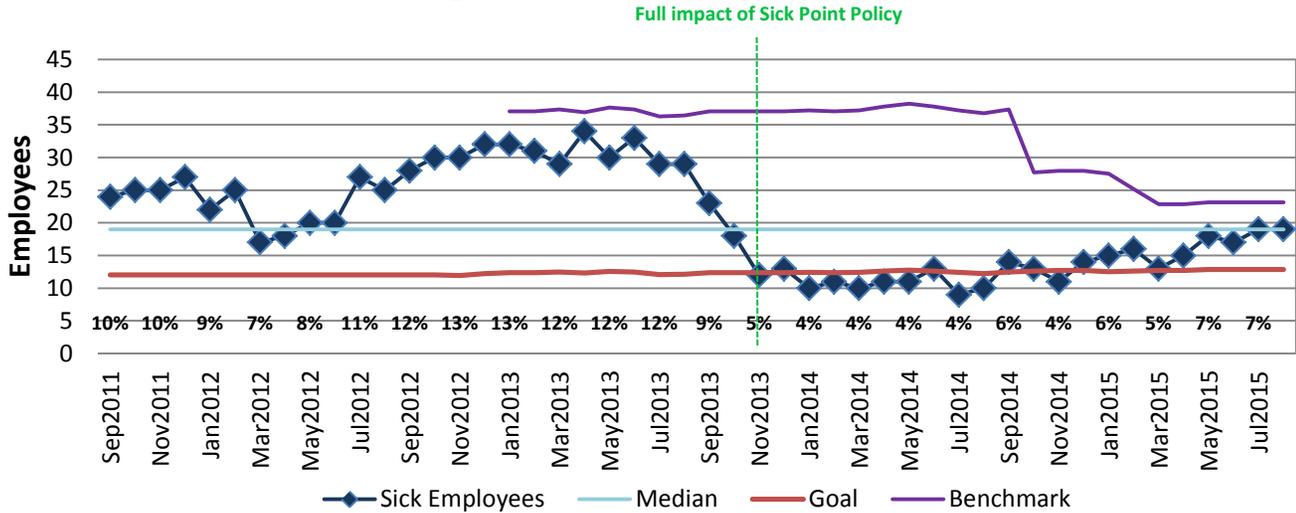
Process: Sick Leave Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 13.75 per month (FY15) Goal: Employees with high sick consumption not to exceed 5% of total employees Benchmark: 9% LMG Top Quartile Oct2015	Data Source: Payable Time Peoplesoft Goal Source: Scope Summary Benchmark Source: OPI sick leave study	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: # of employees who used 75% or more of annual accrued sick ¹ days in 12 month period Why Measure: Promote a culture in which sick time is used appropriately Next Improvement Step: Partner with Union to reevaluate and improve EMS sick point policy. Improve employee accountability for being absent without leave.

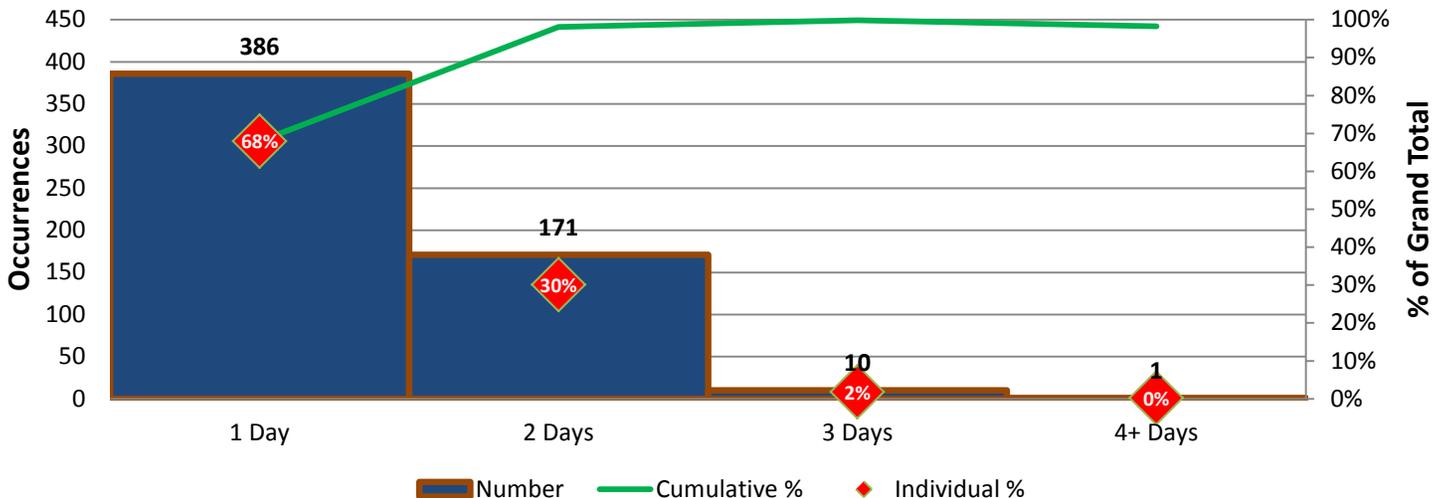
How Are We Doing?

Sep2014-Aug2015 12 Month Avg Goal	Sep2014-Aug2015 12 Month Average		Aug2015 Goal	Aug2015 Actual	
13	15		13	19	
Employees	Employees		Employees	Employees	

High Sick Leave Consumption



Sept2014-Aug2015 Column Chart



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