

High Sick Leave Consumption Public Health & Wellness



KPI Owner: Tammy Anderson

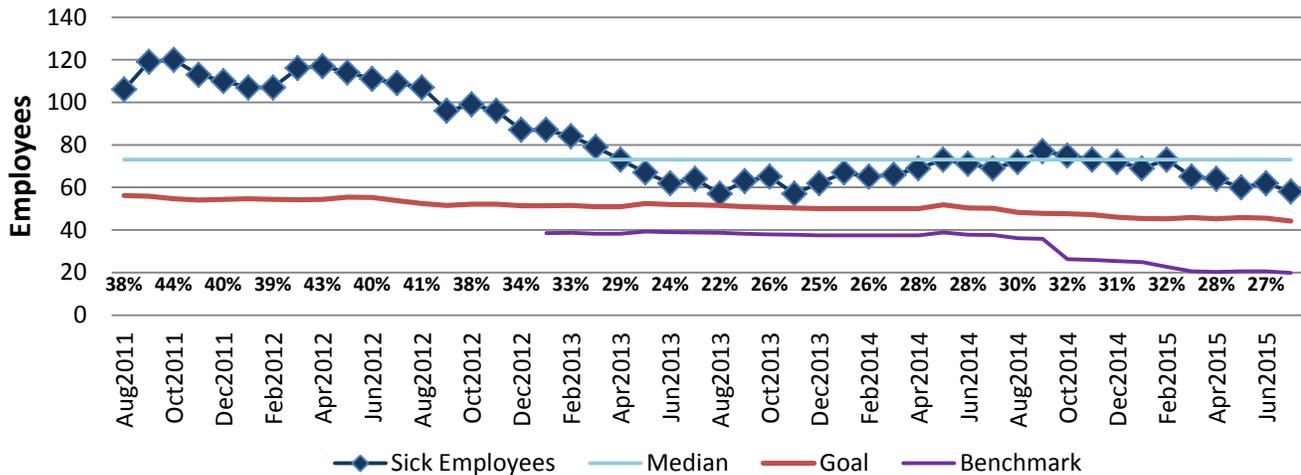
Process: Sick Leave Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY12 - 45% (115) of total employees 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. Benchmark: 11% LMG Top Quartile Oct2014	Data Source: Payable Time Peoplesoft Goal Source: Scope Summary Benchmark Source: OPI sick leave study	Select Plan-Do-Check-Act Step 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: Collect data on explanatory factors associated with sick leave usage

How Are We Doing?

Aug2014-Jul2015 12 Month Avg Goal	Aug2014-Jul2015 12 Month Average		Jul2015 Goal	Jul2015 Actual	
46	68		44	58	
Employees	Employees		Employees	Employees	

High Sick Leave Consumption



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