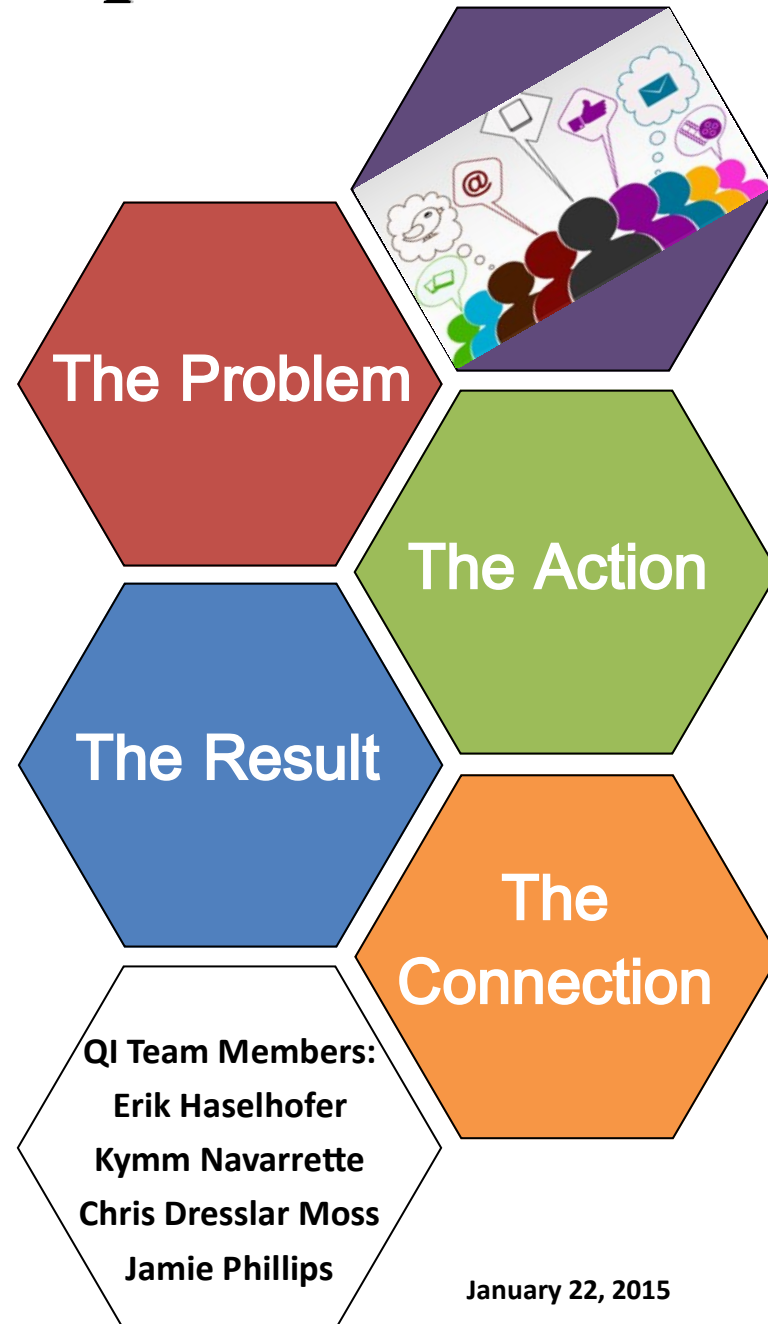# Quality Improvement Success Story

On-boarding: New employees require a specific body of information, resources and support when they enter MCHD employment, and these are housed in different places. Supervisors need to be able to track provision and completion of these in initial steps, which can be hard to track over multiple sites and systems. **WikiHiki:** Documents, directions, policies, etc., are housed in different web and shared drive locations, and are often difficult to locate, even for seasoned employees.

To date, a prototype of the SharePoint site has been created, and on-boarding and other informational documents have been collected. The QI Team unanimously accepted a focus-tested concept and prototype. The next step is to meet with our Team Sponsor to solicit feedback, meet with bureau representatives to solicit content needs, and develop SharePoint categories and process map.

The Problem

The Action

The Result

The Connection

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- On SharePoint, add the Supervisors' On-boarding Checklist. on SharePoint. to be completed by new employees, with progress/completion monitored by supervisor (s).
- Also add forms and other resources needed by new employees.
- Add a "search" function for use with all policies, procedures, forms, and documents needed by new and existing employees.
- Load onto SharePoint a FAQ page that is frequently updated.

With Essential Public Health Service #8, MCDH commits to "Assure a competent public and personal health care workforce."

- Ensures new employees have the knowledge and tools they need to be effective.
- Provides supervisors with a checklist to track their new employee on-boarding requirements.
- Maintains knowledge and resources that help existing employees be effective and efficient.
- Establishes a catalog of information and resources.