



PORTAGE COUNTY COMBINED GENERAL HEALTH DISTRICT (PCHD)
705 OAKWOOD ST, RAVENNA, OHIO 44266
QI Team Charter

Team Name: Bill Payers	Project Title: How Bills are Paid	
Problem / Opportunity Statement: Due to recent findings from the State Audit regarding the lack of purchase requisitions and purchase orders, there is an opportunity to review, revise and discuss the current process used that includes education of staff. As an accounting practice, following a streamlined paper trail (purchase requisitions and purchase orders) is required to pay invoices and our vendors.		
Team Sponsor: Joseph Diorio	Target Division/Process Improvement Area: Fiscal Division-Purchase Requisitions and Purchase Orders	
Performance Improvement AIM (Mission): To enable a bill paying work-flow that can be used by all staff to achieve 100% paper trail as required for our agency and validated by future audits.		
Strategic Alignment: Objective 4.3 financial reporting; Financial understanding for all staff.		
Team Members:	Roles and Responsibilities:	
1. Amy Cooper	Leader	
2. Carol Pillsbury	Content Expert	
3. Kim Plough	Meeting Scheduler	
4. Maria Gill	Document Manager	
5. Andy Bull	Meeting Scribe	
6. Ali Mitchell/Becky Lehman	Facilitator	
7.		
8.		
Scope (Boundaries)/Team Authority: Provide input on current process, suggest improvements for approval by Health Commissioner prior to implementation.		
Customers (primary and other):	Customer Needs Addressed:	
1. Internal Customers (Staff-inclusive of management)	How, and when to obtain purchase requisition for a purchase order and why this paper trail must occur.	
2.		
Objectives: SMART - Specific, Measurable, Achievable, Relevant, Time-Framed		
To improve staff understanding of policies and procedures related to requisitions and purchase orders 1/31/22. To standardize the requisition process for improved work flow and efficiency by 3/15/22 To receive zero findings related to requisitions and purchase orders on 2022 Audit.		
Improvement Theory: If new Requisition Protocol is followed by all PCHD staff, then there will be an improved work flow and no findings on upcoming 2022 audits.		
Success Metrics (Measures): Absence of findings related to requisitions, purchase orders and purchases on 2022 PCHD audits.		
PDSA Timeline:	Projected Date Completed:	Actual Date Completed:
Plan: Assemble team and assign roles and responsibilities Examine current approach to requisitions and purchase orders Identify potential solutions, including updated policy and revised requisition form Present/train all PCHD staff during agency staff meeting on 10/21/21	10/21/21	10/21/21* *Training repeated at 2/17/22 staff meeting.
Do: Test the proposed Requisition Protocol/Policy and updated requisition form within PCHD for at least three months	1/31/22	1/28/22
Study: Review results with Fiscal division to determine outcomes	2/28/22	1/28/22
Act: Adopt new policy and requisition form based on outcomes identified during study (adopt/adapt/abandon)	3/15/22	2/17/22

Considerations (Assumptions/Constraints/Obstacles/Risks): Varying levels of comfort among staff with utilization of electronic form vs. printing copy for approval and submission.
Needed/Available Resources: Requisition form, input from Finance Division related to current processes and need for improvement, revised policy/procedure for completion of the requisition form.
Meeting Frequency/Duration & Team Member Time Commitments: Two meetings will be held within a month, then as needed following the planning phase. Team has decided to correspond via email following the planning phase.
Communication Plan (Who, How, and When): Communication among all team members is ongoing, via email, frequent sharing of documents in OneDrive and via telephone.