



Center for Health Care Quality (CHCQ) Transformation and Remediation Goal Completion Report

Recommendation	Targeted Goal (considered complete when)	Team Leader	Team Members		
14. Improve non HFEN Onboarding and Initial Training	Improvement to hew-hire onboarding and initial training for all staff will be measured using a periodic employee satisfaction survey.	Andy Barbusca	Maria Gutierrez, Melinda Cargile, Jean Chiang, Mary Kay Sogge Kathy Nystrom		
Date Completed	2/1/2019				
Executive Summary		CHCQ developed the Onboarding Guide for all new employees which includes supervisors' responsibilities that begins prior to the hew hire's arrival, continues through the first day on the job and extends through the probationary period. A needs assessment framed the initial approach to the onboarding strategy and focus groups improved the draft documents developed in conjunction with the Human Resources Branch. We received assistance from Mission Consulting Group to field test the documents and to tabulate the satisfaction survey results. We received 283 responses to the initial survey in 2016, which provided baseline data for issues deemed important to all staff. We received 311 responses to the follow up survey in 2018. The survey results ranged from an overall satisfaction improvement of 12.5 percent in many locations to a decrease of 11.4 percent in a few locations. We assessed analyst training opportunities and designed support staff and analyst training workshops in the spring and fall of each year.			
Achievements Deliverables	<ol style="list-style-type: none">Completed CHCQ all staff surveysProvided survey results to all staffUsed feedback to improve onboarding documentsEstablished plan for periodic support staff and analyst training workshops				
Status	<ul style="list-style-type: none">The Workforce Steering Committee continues to meet twice a month to discuss ongoing CHCQ personnel topics and to monitor the feedback received from headquarters staff and field offices.Periodic all staff surveys will be scheduled to obtain ongoing feedback from tenured staff and new staffWe will add and delete survey questions in the future to reflect CHCQ quality improvement goals.Continue to evaluate venues and workshop frequency to address the specific needs of support staff, analysts and specialists in CHCQ.				
Planned Follow Up	The Workforce Steering Committee is CHCQs management team for ongoing staffing support and training activities. The Workforce Steering Committee will continue educational and promotional activities to ingrain the Onboarding Guide with managers and supervisors.				