

Project Don't Wait!!!




Hoke County Health Department
683 East Palmer Road
Raeford, North Carolina



Hoke County, which lies in the southeastern part of North Carolina, was formed in 1911 from portions of Cumberland and Robeson Counties. It was named in honor of Robert F. Hoke, a Major/General in the Confederate States Army. With approximately 392 square miles, Hoke County is bordered by Cumberland, Moore, Robeson and Scotland Counties. Raeford, its largest city, serves as the County Seat.

Demographics continued:

According to the 2012 Census, Hoke County's population is approximately 50,536. The average per capita income for residents in Hoke County is \$18,885 (2011 inflation adjusted dollars) with 20.9% of the population living in poverty (2007 - 2011). Since 2000, the poverty level has increased 4.3% (2012 *Hoke County Quick Facts - US Census Bureau*)



The **Hoke County Health Department** employees consist of approximately 40 employees who work with local, regional and state health care professionals to provide an array of services annually. In addition to providing the mandated public health services, the Hoke County Health Department offers an adult primary care clinic that utilizes a sliding fee scale for self-pay patients. Also, a variety of wellness opportunities are offered to citizens throughout the county.

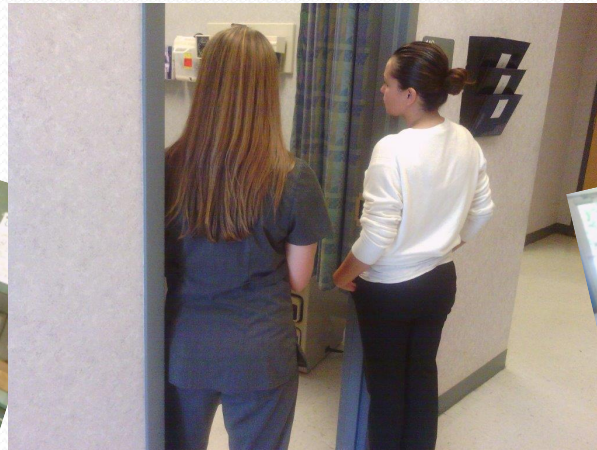
Our Mission

The mission of the Hoke County Health Department is to provide public health services that promote, protect, and preserve the wellness of Hoke County citizens and the surrounding communities.

Our Vision

The vision of the Hoke County Health Department is to lead the way towards increasing awareness of community resources and preventive health services.

Busy Bee's are Working!





Project Don't Wait Team



- Ulva Little, Health Educator - Team Lead Coordinator
Jenny McDuffie, Administrative Assistant - Assistant Team Lead & Data Collector
Alisha Tramble, RN, PCM & CC4C Coordinator - Data Collector & Analyzer (absent)
Annette Brewer, Processing Assistant III - Employee Trainer
Caroline Robinson, FNP - Training Coordinator
Shawanna James, Lab Tech - Training Coordinator
Gladys Wilson, Interpreter - Liaison for Hispanic Population
Helene Edwards, Health Director - Senior Sponsor & Ad Hoc Committee
Cynthia Morton, Nursing Supervisor - Ad Hoc Committee
Dawn Wilkie, Processing Assistant III - Alternate (absent)
Kathy McLean, Processing Assistant III - Alternate (absent)

Team Aim Statement:

From April-October 2013, The Hoke County Health Department wait time for Primary Care Clinic patients was an average of 1½ hours for new patients and 30-45 minutes for returning patients.

By observing how each patient is processed through the stations and identifying improvement opportunities, we hope to decrease patient wait time in the Primary Care Clinic

Gemba Walk Observations:

Defects

- Printer not working in eligibility area
- Family Planning Flow sheet in medical record with another patients name
- Computers in Billing office and Nurse's Station do not have the same time

Waiting:

- No interpreter available

No Value Added Processing:

- Primary Care Flow Sheet not in medical record

Lessons Learned to Date:

- Staff need training on chart preparation
- IT Department need to be contacted about correcting time on computers