

Strategic Lean Project Report



For Reporting Period: January 1, 2015, through June 30, 2015

I. General Information:

Lead agency name: Washington State School for the Blind

Partner agencies: N/A

Improvement project title: Improved Communication in Emergent Situations

Date improvement project was initiated: 3/1/2015

Project type: New Project

Project is directly connected to:

☐ Results Washington performance measure

☐ Agency Strategic Plan

☐ Other

If applicable, specify the alignment:

Objective 1:4 - Provide leadership in the development of quality, safe and secure state-of-the-art facilities that will meet the needs of children today and in the future.

Report reviewed and approved by: Dean O. Stenehjem, Ed.D. Superintendent, WSSB

II. Project Summary:

The Washington State School for the Blind improved rapid response to staff, students, etc., resulting in immediate communication via text, email, etc. in the event of a local emergency (police, fire, etc.)

III. Project Details:

Identify the problem: Communication in emergent situations.

Problem statement: Currently, when there are police related activities in our neighborhood, there is no way to alert all staff through our current process compared to our target of notifying all staff and students immediately, which we want to reach by 8/31/2015.

Improvement description: Our agency located a service called "School Messenger" which ties into our student contact database (Skyward) whereby staff and students can be notified, via text, etc., immediately when there is imminent danger.

Customer involvement: The administrative team met with key personnel to determine who should receive these notifications.

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IV. Project Details:

Improved process as measured by: (Click those that apply)	Specific results achieved: (Complete the narrative boxes below)	Total Impact: (Actuals; Current Reporting Period)	Results status:
☒ Safety	Increased alerts through voice, text, email, etc. from 30 recipients to 80.	N/A	Preliminary
☐ Cost			
☐ Quality			
☐ Time			
☒ Customer Satisfaction	Increased communication in a timely manner from 30 recipients to 80.	☐ N/A (or)	
☐ Employee Engagement		☐ N/A (or)	

V. Contact information:

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