



Detailed Lean Improvement Project Report

For the June 1, 2014, through December 31, 2014, reporting period

Agency name:

Department of Early Learning

Improvement project title:

Injury-Incident Reporting

Date improvement project initiated:

5/1/2014

Summary: DEL improved the reporting form, resulting in a better way to track incidents and injuries in child care facilities.

Details:

Description of the problem: The form the child care providers are required to use for reporting information on child care injuries/incidents is out of date, not always user friendly, and leads to inconsistent reporting. Additionally, the information was not being collected and used in a way that helped the agency better understand the injuries/incidents and implement policy changes to improve child safety.

Description of the improvement: DEL improved the reporting form resulting in a better way to track incidents and injuries in child care facilities. We are moving towards providing access to an electronic version that we hope to have available in early 2016.

Specific results achieved: DEL has implemented a new process that will allow us to collect and summary statistics on injuries/incidents, that can be used to make and implement more informed policy improve child safety.

How we involved customers or stakeholders in this effort: One director of a local child care center participated in our Value Stream Process Mapping on May 15, 2014. A total of 10 facilities participated in the 60-day pilot of the new form, with around 62 forms returned to us. Nine of those followed up by taking a Survey Monkey survey. Ten returned at the end of the pilot period and gave additional suggestions and ways to improve the form.

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