



Quality Improvement Success Story



1. Documents, instructions, policies, and other important job information are housed in many different locations making them difficult to locate for new and seasoned employees. Many times employees rely on oral tradition when trying to learn this information, and it can be wrongly assumed that seasoned employees have knowledge of current forms and procedures.

3. The WikiHiki concept was discussed and a prototype was presented at a QI Meeting on January 16, 2015. There was unanimous consensus that the tool would be useful. WikiHiki was placed on SharePoint's first page and made public for use by all Health Department employees. WikiHiki users can browse Frequently Asked Questions or use the powerful Search function to get their questions answered.



2. After identifying the need for a common information portal, a WikiHiki page was created and beta tested. Popular questions were put into a *Frequently Asked Questions* format with answers provided. Documents that contained job-related information were collected, and where applicable, the needed document was uploaded. In some cases a link was provided to help users easily gain access. A Search function box was located at the top of the WikiHiki page.

4. This QI project reflects # 8 of the 10 Essential Public Health Services: "Assure a competent public and personal health care workforce."

- Ensures that new employees are provided with the knowledge and tools they need to be effective.
- Maintains knowledge and resources that keep continuing employees effective and efficient.
- Establishes uniform provision of current information and resources.

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