Cycle Plan Template

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| Project Name | Records Improvement | | |
| Developed by | Tony White | Sponsor | SW Board |
| DMAIC Phase(s) | Define | **Cycle No:** | 2 |

1. Plan

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| Objective |
| * Select Output Characteristics * Understand the process from call received (creating record) to completing record (fate date) in MS Access * Define the Performance Standards |

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| Questions | Predictions |
| 1. What are our reporting requirements for NPWS 2. How are records created and recorded 3. What measures (performance standards) can we use to see stability and capability of our system | 1. 100% of animal fates must be reported 2. Manually through paper forms and entered into a MS Access Database 3. What is our fate return rate, what are the causes and injuries to the animals called out for |

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| Activity | Who | By When |
| Review NPWS Code of Practice and define customer requirements | JL | 30/7 |
| Process map the Records Process | TR, TW, KA, JL | 8/7 |
| Develop Measurement Plan | TW | 30/7 |
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**Reflections / Learning**

1. Do

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| Observations in carrying out plan (park it notes) |
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1. Study

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| Analysis of Data |
| 1. **What are our reporting requirements for NPWS**   The minimum reporting requirements for each animal related records through our office via a register are:  The register must contain the following information on each animal:   * encounter details (date, location, encounter circumstances, the animal’s condition and unique ID number) * species data (species name, sex, age, initial weight and pouch condition if a marsupial) * care providers (name and address of the initial assessor (see 4.1.2), name and address of the fauna rehabilitator) * fate details (date, final disposition, location and any permanent marking). * when transferred to another organisation   In addition, it is recommended to keep further information which is shown in the excerpt from:  *NSW Office of Environment and Heritage: Code of Practice for Injured, Sick and Orphaned Protected Fauna Section 14 Records Keeping*.  <http://www.environment.nsw.gov.au/resources/wildlifelicences/110004FaunaRehab.pdf>  which is attached in Appendix A at the end of this cycle plan.  We historically have provided a simple table with this information summarised. NPWS have accepted this to date. |
| 1. **How are Records Captured in our System**     Records are created when a Caller rings into the Wildlife Office.  Fates are be updated by 2 mechanisms:   * Updated on original call sheet (either by the original call or Rescuer ringing in) * Animal Record (Fate Form) filled out by rescuer and sent into office – can take up to 6 weeks for animal not in long term care   Records are updated in the Database by:   * Call Sheets + any return animal forms in batches of 100 updated in the office by a basic database * Jeff Lynne manages the Database and uploads the 100 batch entries + manages any additional animal form returns. Also gets records emailed to him for updating   System is less than ideal!   1. **What measures (Performance Standards) can we use to see stability and capability of our system**   Developed Measurement Plan:    Focus for Black Belt Assignment  It was determined that an acceptable time for having the records completed (fate date on records) was 45 days for 90% of the records. Due to process limitations (animal record paper form is taken to monthly branch meeting and handed in, then taken to the wildlife office which can have a significant lag).  Not all animals in care can be rehabilitated within 45 days hence a 90% target to account for these |

1. Act

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| Recommendations |
| Use existing database to obtain relevant baseline data  Understand the stability and capability of the current system. |

**Checklist for Plan**

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| No rhetorical questions  No questions restated  Questions useful for learning (clear, concise)  No obvious missing questions  All questions related and relevant | Predictions are specific, not general  Predictions include why they believe these predictions (personal experience, data available)  PDSA seems reasonable in size – achievable in a reasonable timeframe |

**Appendix A:**

*NSW Office of Environment and Heritage: Code of Practice for Injured, Sick and Orphaned Protected Fauna Section 14 Records Keeping*.

<http://www.environment.nsw.gov.au/resources/wildlifelicences/110004FaunaRehab.pdf>

**14.1. Standards**

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| 14.1.1. | Licensed fauna rehabilitation groups, zoological parks and individuals must maintain a current register of all protected fauna reported, encountered or rescued.  The register must contain the following information on each animal:   * encounter details (date, location, encounter circumstances, the animal’s condition and unique ID number) * species data (species name, sex, age, initial weight and pouch condition if a marsupial) * care providers (name and address of the initial assessor (see 4.1.2), name and address of the fauna rehabilitator) * fate details (date, final disposition, location and any permanent marking).   These records must be submitted to the Wildlife Licensing and Management Unit of OEH in an approved electronic format on an annual basis. |
| 14.1.2. | Fauna rehabilitators must record the weight of fauna in their care so changes can be quickly identified weighing frequency will depend on the type of care provided; see Section 8.1 Monitoring). |
| 14.1.3. | When an individual is transferred to another fauna rehabilitator or organisation for any reason, copies of its records must be transferred with it. |
| 14.1.4. | If the death of fauna is suspected to be the result of a serious disease outbreak, the fauna rehabilitator must immediately contact their fauna rehabilitation group to ascertain whether tissue analysis or a necropsy is required (see the OEH Policy and Procedures for the Identification and Management of Diseases in Fauna). |

**14.2. Guidelines**

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| 14.2.1. | Fauna rehabilitators should record the following additional information at the time of rescue:   * who discovered the animal (name and contact details) * when the animal was discovered (time of day) * any treatment or food provided prior to transport.   Code of Practice for Injured, Sick and Orphaned Protected Fauna Page 24 |
| 14.2.2. | Fauna rehabilitators should record the following additional information at the time of assessment by a veterinarian or experienced fauna rehabilitator:   * details of wounds, injuries, diseases and external parasites * details of mobility * details of abnormal behaviour * recommended management (e.g. euthanasia or treatment). |
| 14.2.3. | Fauna rehabilitators should record the following additional information at the time of entry into a rehabilitation facility:   * standard length measurements * identifying features if it is to be housed communally * housing (e.g. intensive care, general) (See Section 8. Housing). |
| 14.3.4. | Fauna rehabilitators should record the following daily care information:   * details regarding the type and quantity of food/liquid ingested * details of treatment (e.g. medication, therapy) * details of instructions from veterinarians and species coordinators * details of changes to general fitness and behaviour * details of enclosure cleaning (e.g. quantity and quality of faeces/urine). |
| 14.2.5. | Fauna rehabilitators should record the following additional information regarding fate:   * if released, details regarding the type of release (hard or soft) * if released, details regarding the condition of the animal (e.g. weight). |
| 14.2.6. | Fauna rehabilitators should keep duplicates or backups of records to avoid information being lost. |