# University of Washington: Continuous Improvement Highlights

## Curricular & Student Experience (enhanced academic programs or student experience)

### School of Dentistry.
Used an in-house process improvement toolkit to map a new patient admission process to reduce treatment wait times by 4-to-5 weeks and to ensure better patient-student assignments.

### College of the Environment.
The Department of Atmospheric Sciences invited five undergraduates from the Significant Opportunities in Atmospheric Research Sciences (SOARS) to visit the UW campus. Prior SOARS students had never been actively recruited. Recruiting under-represented minority students in a more targeted way resulted in three completed applications.

### UW-IT.
“MyPlan,” UW’s online academic planning tool, created a single place for students to plan and register for courses. Usage increased tenfold, with more than 44,000 students logging in over the first two weeks of winter quarter registration.

### Environmental Health & Safety.
The Health Sciences Immunization Program (HSIP) transitioned its student reimbursement process from paper to electronic, resulting in about 30 hours of saved time for staff. Also, affected students can now complete a TB (tuberculosis) symptom survey online instead of the previous cumbersome process.

### Finance & Facilities.
F2 strives to provide meaningful work experiences for students. In FY 2014, 329 students were employed, a 30% increase in hours from the previous year. Forty-one received paid internships from the Senior Vice President’s Student Investment Fund – a 141% increase from FY2012.

### Finance & Facilities.
Transportation Services launched the Commute Concierge program to help students, staff and faculty navigate complex commuting choices from light rail, streetcars, ferries to save time and reduce aggravation. Since August 2014, more than 675 customers found new ways to commute to campus.

## Research (enhanced funding or research)

### Office of Research Information Services (ORIS).
Increased the number of available NIH forms on “Grant Runner” reducing proposal preparation time for administrators by 10%.

### Office of Research Information Services (ORIS).
Provided new data sets for campus partners with varying reporting needs (Annual Report of Awards and Expenditures, Monthly Research Award Summary, STAR, ARRA, HERD, etc.), reducing redundant reporting and costs while increasing quality, types of reports, and connectivity among different datasets to enhance multi-dimensional reporting.

### The Global Center for Integrated Health of Women, Adolescents and Children (Global WACH).
Supporting funds covering a significant portion of critical administrative and program costs ends June, 2016. Global WACH reevaluated its strategic mission, vision and goals, assessed current activities, and presented recommendations to leadership to prioritize and create action plans.

### College of the Environment.
The Old Weather project, brain child of Joint Institute for Study of the Atmosphere and Ocean (JISAO) researcher, Dr. Kevin Wood, aims to recover worldwide weather observations to improve climate model predictions and the future of Arctic ice. By enlisting citizen scientist volunteers from across the globe, this project uses crowdsourcing to gather and digitize vast amounts of weather records from thousands of ships’ logbooks dating back to 1850. It is estimated that work that would likely take scientists many years to accomplish can be done within 6 months at a fraction of the cost.

### Environmental Health & Safety.
The UW Employee Health Clinic, Harborview Medical Center and UW Medical Center (UWMC) employee health clinics assisted Lab Medicine in complying with UWMC’s new annual influenza vaccination policy by delivering and tracking immunizations to 900 employees at multiple locations.
Business Process Improvement  
(enhanced or improved effectiveness)

Office of Animal Welfare (OAW). During fall 2014, OAW used creates a new web-based, New Personnel Form, reducing the average turnaround time for new personnel approvals from 11 days to 1 day.

School of Medicine Shared Service Center, ABC: A new unit in the Dean of Medicine is dedicated to improving pre-award processes for the UW School of Medicine. Between December 2012 and December 2014, participating departments have been able to reduce standard pre-award proposal steps from 145 to 80 steps. Using CPI principles, this process continues to get leaner and more streamlined for the PI.

UW-IT. For the second consecutive year, the UW Tower Data Center earned EPA ENERGY STAR certification for energy efficiency, lowered carbon footprint and slowing the growth of future power needs. While 28 U.S. data centers were ENERGY STAR certified in 2014, UW was one of just two universities recognized in 2014, earning a score of 98 out of 100 (increased 3 points). The UW Tower Data Center provides managed space, power and cooling of critical infrastructure services to IT departments across the UW.

Finance & Facilities. UW departments implemented 85% of Internal Audit’s recommendations – 7% higher than the industry average of 78% - 86% of clients agreed that the recommendations assisted them in improving operations.

Finance & Facilities. Facilities Services’ Recycling team increased the UW's waste diversion rate from 58% in 2013 to 61% in 2014. This increase saved UW $607,000 in waste disposal fees. UW's goal is to reach 70% by 2020.

Finance & Facilities. Grant & Contract Accounting increased the number of invoices processed per hour by 28%. The Invoicing team broke the invoicing process down into concrete steps and assigned each step to an employee. This increased the team's processing speed from 17 to 23.5 invoices per hour.

Environmental Health & Safety (EH&S). The Building and Fire Safety Section, partnering with its training unit, clients and stakeholders, developed an open enrollment training plan that includes an annual schedule with specific class dates posted on its web site for registration at least two months in advance. By balancing the workload over the year, overall capacity was expanded from 117 to 135 courses. Last year, 3,700 facility support personnel were trained. This year, up to 5,200 will receive training in classrooms complemented with new on-line training launched earlier in the year.

Environmental Health & Safety (EH&S). The Building and Fire Safety Section working with other sections, automated the biosafety cabinet certification billing process after changing the steps in the process. Process touch points were reduced from four to two, turnaround time was reduced from 30 days to two weeks and quality improved.

Environmental Health & Safety (EH&S). Research and Occupational Safety sought a new interpretation from the Washington State Department of Labor and Industries (L&I) that does not require most UW employees to repeat asbestos awareness training every year. This unnecessary regulatory requirement did not have a clearly identifiable safety benefit, while requiring significant administrative time and resources across the University community. This new interpretation resulted in time savings for all UW.