



**TO:** Elizabeth Pauli, City Manager  
**FROM:** Ben Thurgood, Assistant Director Human Resources, Continuous Improvement  
**COPY:** Community Vitality and Safety; William Suarez  
**PRESENTER:** Diana Surma, HR, Continuous Improvement; Sionna Stallings-Alailima, Tacoma Fire  
**SUBJECT:** Continuous Improvement Advocates Project: Reducing Emergency Medicine Treatment Errors

**DATE:** June 13, 2019

**PRESENTATION TYPE:**  
Informational Briefing

**SUMMARY:**

From September-December 2018, Tacoma Fire Lieutenant, Sionna Stallings-Alailima, led a team to investigate emergency treatment errors as part of her coursework in the Continuous Improvement Advocates program. In her presentation, she will review suggested actions and discuss steps her workgroup has taken to prevent harm to customers and reduce the risk for potential litigation.

**BACKGROUND:**

The Continuous Improvement Advocates (CIA) program offers a unique leadership development experience for City of Tacoma employees to foster their professional growth, fuel their curiosity, and build City-wide capacity for problem solving and data-driven decision making.

Each program cycle, up to 20 employees are selected to participate via a competitive application process. The program provides participants an introduction to the City of Tacoma's ci4i process improvement framework along with hands-on experience using ci4i tools to improve a process in their workgroup.

This is an informational briefing to raise Council's awareness of the types of incremental improvements staff can make using the ci4i Framework.

**ISSUE:**

Since 2015, Continuous Improvement has trained 135 Advocates representing 24 distinct workgroups within General Government and Tacoma Public Utilities. The City Manager has asked Continuous Improvement to provide regular Council Committee briefings to recognize the achievements of CIA participants and acknowledge their efforts to create better outcomes for the community.

**ALTERNATIVES:**

This is an information briefing only. There are no alternatives presented.

**FISCAL IMPACT:**

This is an information briefing only. There is no fiscal impact.

**RECOMMENDATION:**

This is an information briefing. There is no recommendation.