

Janet M Siler

Who, What, Where, Why and How

Technical writer, instructional designer, content writer, business writer, quality improvement facilitator and more.

I've had an education full of twists and turns, changes in colleges and academic subjects with most of my education spent studying English, Literature and Writing, and Child Development. I'm finishing up my final unit this summer. In between all that education, I have had a career full of adventures with plenty of

adapt my skillset to any industry. I am a proven learner who can quickly grasp difficult subjects and transform information so it is easily understood by a layperson.

I write for many reasons but primarily because quality written material gives confidence to the employee, allows them to focus on the task at hand and helps them advance in their career

Contact me to learn how I can put this to work for you!

education that didn't take place in a college classroom including Quality Improvement Facilitation, Training Presentation, Instructional Design, Business Writing and Web Development, and advanced Excel using formulas, V Lookup, macros and forms.

My experience has been a journey as well. I've worked in a variety of industries with 14 years of experience in healthcare in a variety of positions. I can

The most important step for me is determining the need and expected outcome. This applies whether I am creating a new policy, job aid, process or software training manual. Identifying and incorporating prerequisite information is important, working with SME's to gather information and including clear steps that have been user tested are the key to quality results.

My Spirit Legos



My spirit Legos are equal parts Left Shark, a Queen and a Wizard who has lost part of her wand but still manages to cast amazing spells.

As Left Shark, I have learned to laugh at my mistakes, take the lesson and move on. I would rather try something and make mistakes than to stay rooted in inaction because of fear of failure.

As a Queen, I display my leadership, mediation and diplomacy skills.

As a Magician with a broken wand, I have learned how to work miracles with limited resources, get the most out of the tools I have and focus on problem solving and not the problem.

Reducing Urgent Issues

My favorite quality improvement project

As many projects do, it started with a new regulation. New laws required the healthplan to address customer complaints as a grievance requiring a specific resolution turnaround time. The grievance process would include all formal grievances filed with the health plan. To err on the side of caution, a business decision was made to include any situation where the customer expresses dissatisfaction. By including information that the customer was “upset”, “angry”, “unhappy”, “frustrated”, etc., in case notes, it becomes a grievance.

A claims resolution case that comes as a grievance is required to be reviewed and acknowledged to the customer within 2 business days. A grievance must be resolved within 30 calendar days or fines can be assessed. As a result, a special process for sending grievance cases was implemented that included assignment to a special team and hard copies of the case to be sent that business day with screening

by the supervisor of the customer service team.

6 months following the implementation of the grievance process, a review of case load and turnaround time showed that the initial review of the cases was falling outside of the required timeframe for 67% of urgent cases. In reviewing the urgent cases, it was found that the majority were sent inappropriately and did not meet the criteria for a grievance. This created a backlog among the urgent team staff as reviewing an inappropriate urgent issue required the same amount of time and effort as an appropriate case.

The backlog in the urgent cases was cascading and affecting the turnaround time for all cases as more staff was needed to address the high volume of urgent issues. This took priority over the regular case work. Change was needed.

The establishment of an inter-departmental team was created to address the issue. By defining the problem,

determining all related factors through brainstorming sessions and the use of the affinity diagram, the root cause was determined to be inadequate screening by the customer service supervisors.

In addition to training for the staff and supervisors, 2 other changes were made. A new screening form was created requiring the supervisor to document the specific eligibility criteria on the form and a new process was set up to allow for faster submission of the paper case file. A follow up review of the urgent cases and process was conducted 60 days following the training.

During the 60-day review, the referral of inappropriate urgent cases had dropped by 84% and the turnaround time for urgent issues improved by 90%.

A dedication to regulatory requirements, focus on the customer and commitment to quality can bring similar results to your organization. What problem would you like to solve?