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PLAN

Identify an opportunity and plan for improvement.

Area for Improvement:

Analysts in Health Surveillance spend much of their time filling data requests for both internal and external partners. Tracking these requests allows managers to see who is using our data and how much time is spent filling requests. Ideally, tracking can reduce workload for analysts by avoiding duplication of effort. However, usage of the current tracking system for requests is not consistent – not all analysts use the system, and those who do may not always remember to use it.

Improvement of the request tracking system also aligns with goal 3.1.1 of the Health Surveillance Strategic Plan to “revise the system for tracking and streamlining requests for data.”

Target Goals:

- 1- Increase the number of requests entered in the request log.
- 2- Increase the number of analysts using the request log system.
- 3- Improve data quality in the request log by reducing the percentage of records selecting “other” from dropdown menus.

Baseline Data:

From 4/1/14-7/24/14 (16 weeks):

- 1- 21 requests entered (1.3 per week)
- 2- 7 analysts entered requests
- 3- 57% of records chose “other” for topic area and data source

What change ideas (theories) did you have before you started testing changes?

Increased awareness of the request log should lead to greater participation.

Feedback from analysts regarding what topic areas and data sources were included in “other” selections should help us add meaningful categories to the dropdown choices.

DO

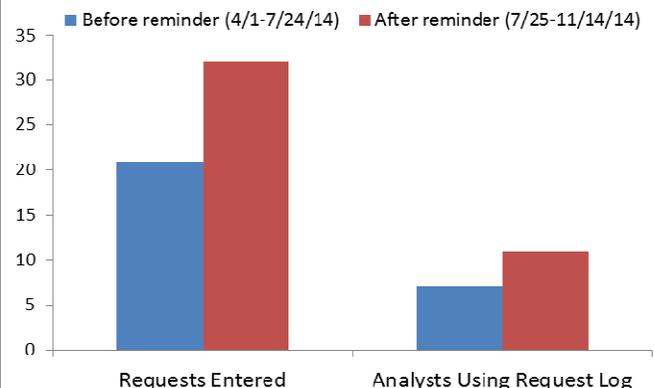
What ideas for improvement did you test?

An e-mail was sent to staff to remind them to use the request log – or to introduce them to the log as newer staff may have been unaware of the log’s existence.

STUDY

What were the results of your test(s)? What is your final post-change data compared to the baseline data?

Use of request log before and after reminder email



The rate of requests being entered rose from 1.3 per week to 2.0 per week after the e-mail reminder was sent. Eleven analysts used the log after the reminder, including seven new users who had not entered any requests from 4/1-7/24.

ACT

What lessons did you learn from the process? How will this change be sustained?

The e-mail reminder did appear to have a positive impact on request log use among the analysts. Periodic reminders would likely be helpful in sustaining the increased participation in request tracking.

Next Steps: We still need to implement changes to the dropdown menus to see if we can reduce the percentage of “other” choices from dropdown menus and get more meaningful data from the system to help us better manage our work.