

Quality Improvement Project

Improving Completion Time for Supplemental Foodborne Illness Questionnaires

Susan Hathaway, PHN
Acute Communicable Disease Control

2/23/2017



***PLAN-* Assemble the Team**

- ACDC PI Specialist, ACDC foodborne disease surveillance team members and CDCP PI Specialist

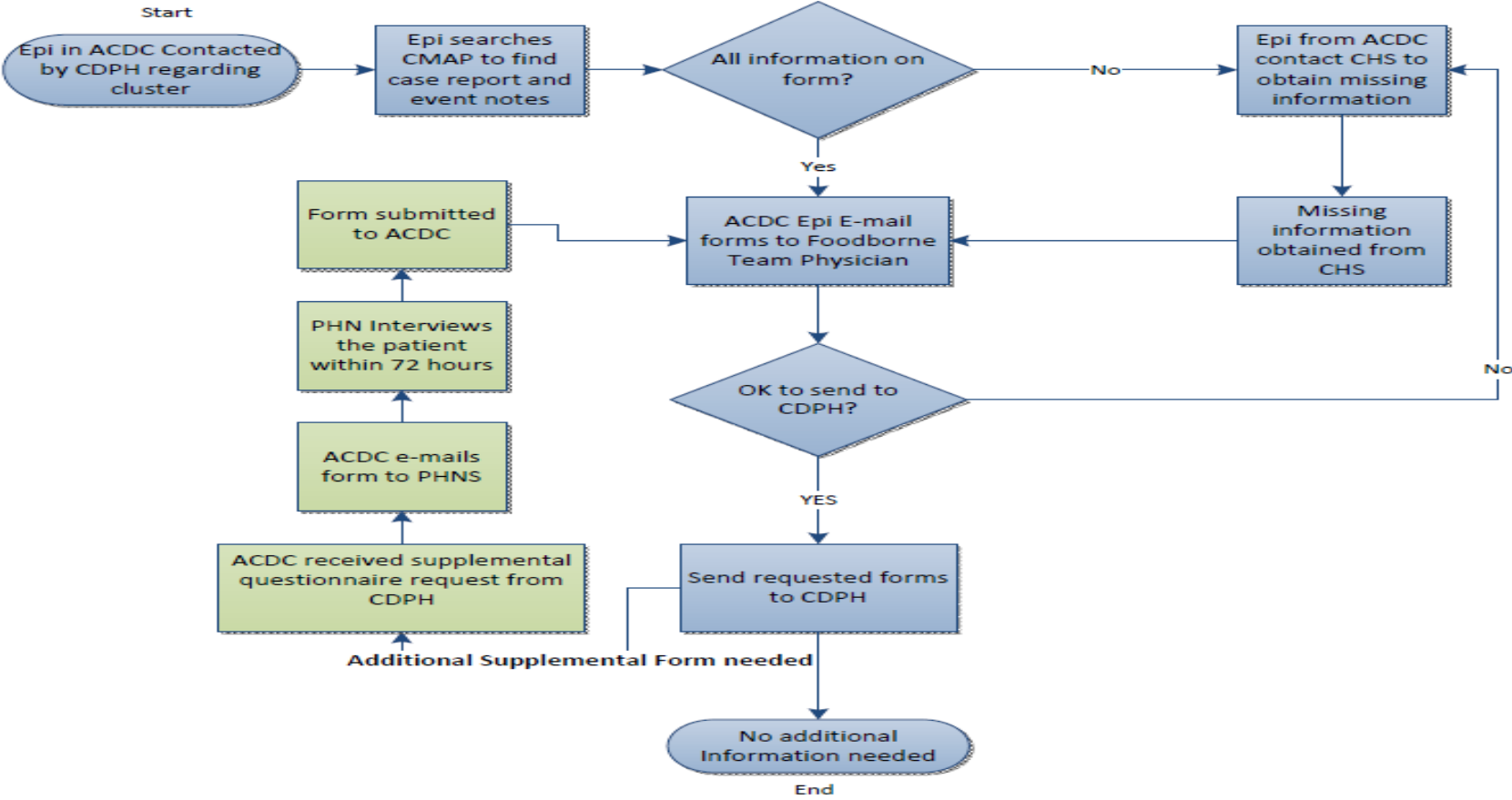


PLAN- The Problem

- Describe the problem
 - Time to complete and submit Supplemental Foodborne Illness Questionnaires is too long
 - Gathered baseline data for 6 months to determine the overall time between CDPH request and return of form to CDPH



PLAN- Examine the Current Approach



***PLAN-* Identifying All Possible Causes**

- Conducted a brainstorming session with the ACDC Foodborne team to identify areas in the current process where overall time to complete form could be reduced
 - E-mail message sent to CHS was inconsistent
 - E-mail was not sent to all staff in CHS who needed to know about the assignment
 - One PHN could be overwhelmed with multiple assignments of interviews



PLAN- Strategies Identified

Strategy	Activities
Uniform E-mail message when requesting CHS interview case	
Design uniform e-mail messages to send to CHS	<ul style="list-style-type: none">• Add action item to subject line• Give due date in e-mail• Send to both PHNS and NM or alternate PHNS
PHN Training	
Conduct Trainings for CHS PHNs	<ul style="list-style-type: none">• Coordinate with CHS to offer training to PHNs• Offer refresher courses to trained PHNs



PLAN

Aim Statement:

If we implement standardized e-mail messages to inform CHS of need for supplemental interview, then time to submit completed questionnaires to CDPH will decrease by 10% by December 2015.



DO- Strategy Implemented

- A Microsoft Access database was created to track average completion time
- A standardized e-mail template was designed
 - Action item in subject line
 - High-lighted due date
- E-mail sent to both PHNs and NM
- Rotated request for supplemental interview among trained PHN's



STUDY

Check the Results

- The overall time between CDPH request and submission decreased by 17.6%
- Time between ACDC request to CHS and return to ACDC decreased by 14.9%



STUDY

	Pre-Intervention (January-June 2015)	Post-Intervention (July-December 2015)	Percent Change
Time between sent CHS and return to ACDC (Days)	4.5	3.8	-14.9
Overall time between CDPH request and return to CDPH (Days)	9.5	7.8	-17.6



ACT- To Standardize or Not?

What action should be taken next?

- 1) ADOPT – New e-mail procedure and format will be used.
- 2) ADAPT – Training for CHS PHN's to be provided



PLAN

Identify an Opportunity and Plan for Improvement

1. Getting Started

Rapid completion of supplemental foodborne illness questionnaires can prevent and control outbreaks of disease. ACDC and CDCP initiated a plan to decrease the total time for completion and submission of supplemental foodborne illness questionnaires to California Department of Public Health (CDPH).

AIM Statement

Decrease the total time for completion and submission of foodborne illness supplemental questionnaires to CDPH by 10% by November 2015.

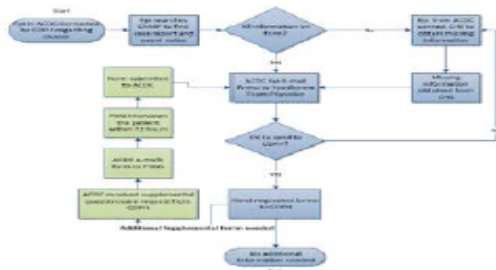
2. Assemble the Team

A project team was created consisting of the ACDC PI Specialist, ACDC foodborne disease surveillance team members and CDCP PI Specialist.

3. Examine the Current Approach

The project team discussed the current process for completing and submitting the supplemental foodborne illness questionnaires.

The project team also identified issues that needed to be addressed: 1) inconsistencies in e-mailing PHNS to request a supplemental interview be conducted and 2) need to rotate PHN assignment of interviews.



4 & 5. Identify Potential Solutions and Develop an Improvement Theory

The team predicted that designing a standardized e-mail message to send to CHS and conducting training for CHS PHN's could decrease completion time for the supplemental foodborne illness questionnaires.

Strategy	Activities
Uniform E-mail message when requesting interview	
Design uniform e-mail message to send to CHS	<ul style="list-style-type: none"> Add action item to subject line Give due date in e-mail Send to both PHNS and NM or alternate PHNS Rotate PHN's for interviews
PHN Training	
Conduct Training for CHS PHN's	<ul style="list-style-type: none"> Coordinate with CHS to offer training to PHN's Offer refresher courses to trained PHN's Offer training to PHN's

Trainings for CHS PHNs were scheduled for November 2015.

DO

Test the Theory for Improvement

6. Test the Theory

A Microsoft® Access® database was created to track average completion time.

A standardized e-mail template, including an action item added in the subject line, high-lighting a due date in the e-mail and sending the e-mail to both PHNS and NM, was created for use by ACDC when requesting CHS complete the supplemental foodborne illness questionnaires. The new e-mail request was implemented in July 2015.

The request for completion of a supplemental foodborne illness questionnaires by CHS was also rotated among trained PHN's in order to not overwhelm one PHN which could result in increased workload and delay in completing the interviews.

CHECK

Use Data to Study Results of the Test

7. Check the Results

Completion time for supplemental foodborne illness questionnaires was measured for 4 completed questionnaires pre-interventions and 6 completed questionnaires post-intervention.

The overall time between CDPH request for a supplemental foodborne illness questionnaires and submission of a completed questionnaire post-intervention decreased by 17.6%. The time between ACDC sending e-mail to CHS requesting supplemental interview and CHS returning completed supplemental foodborne illness questionnaires decreased by 14.9%.

	Pre-Intervention (January-June 2015)	Post-Intervention (July-December 2015)	Percent Change
Time between sent CHS and returned to ACDC (Days)	4.5	3.83	-14.9
Overall time between CDPH request and returned to CDPH (Days)	9.5	7.83	-17.6

Completion time decreased!

Training for CHS PHN's has not been completed yet.

ACT

Standardize the Improvement and Establish Future Plans

8. Standardize the Improvement or Develop New Theory

The new e-mail procedure will be the standard of practice for the foodborne disease surveillance team at ACDC going forward.

9. Establish Future Plans

Future plans include training additional CHS SPA PHN's.

Acknowledgements

- Roshan Reporter, MD, MPH
- Icela Rosas, MPH
- Leticia Martinez, RN MPA
- Marita Santos, RN PHN

