Quality Improvement Story Board
Animal Disease Surveillance Procedures

Program Name:
Veterinary Public Health

Team members:
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DPH Strategic Priority 5: Public Health Protection
Objective: 5.1.b Streamline internal disease reporting and follow-up processes to ensure timely and high quality management of disease cases and contact investigations

Timeline: October 2013 through June 2014

PLAN

1. Getting started

- Between 2008-2013 there was an upsurge in animal disease reports (ADR), resulting from intensive outreach to veterinary clinics
- As the number of ADR increased, the staff to routinely examine and respond to reports decreased.
- Based on management team discussions, it was determined that existing protocols and procedures for animal disease investigation required modifications to ensure timely investigations.

2. Assemble the Team

All veterinarians in the program were first assembled in August 2013 to review the Animal Disease Surveillance System and find ways to all to participate.

Goals

1. By Nov. 1st, 2013, create new ADR database posted on our share drive for joint data entry with protocols in place for report distribution and follow up by the veterinarian team

2. By the end of 2014, to have 90% of cases activated within one week of receipt, and 100% within 2 weeks of receipt

3. Examine the Current Approach

- Individual disease databases created in 2008
- All reports logged by one veterinarian in an Excel spreadsheet
- All data entry conducted by one veterinarian in to separate disease databases
- Disease databases not readily accessible to all veterinarians

4. Identify Potential Solutions

- Keep current database and Excel log system, train all vets?
- Assign incoming reports to vet on call based on day received?
- Find a way to enter animal data into vCMR or CalREDIE system?
- Create completely new database on VPH share drive that all vets could access?

5. Develop an improvement theory

A Staged Approach

- Train all vets on current system
- Assign cases based on day report received to vet on call
- Create new ADR database using Access for all vets to use via share drive
- Train vets on ADR database and begin all data entry

DO

6. Test the theory

- Database created
- Staff trained
- Identify and generate reports continuously
- All vets use database day to day
- Address issues as identified
- Continual assessment for improvements

STUDY

7. Evaluate the Results

January-May: 409 cases activated, averaging 8.3 days to activate
56.5% of cases activated within 5 days, averaging 1.2 days to activate
69.9% of cases activated within 10 days averaging 2.6 days to activate

Month In 2014	# cases reported	# >10 days to activate case	Range	Average > 10 days
JAN	33	1	13	13.00
FEB	86	20	13 to 17	15.15
MAR	60	11	12 to 71	32.55
APR	106	19	12 to 62	28.74
MAY	124	72	11 to 39	20.14
Grand Total	**409**	**123**	**11 to 71**	**21.71**

ACT

8. Standardize the Improvement or Develop New Theory

Monthly management meetings held to establish future plans and institute procedures to manage batch data.

9. Establish future plans

Monthly management meetings to review metrics and establish future plans

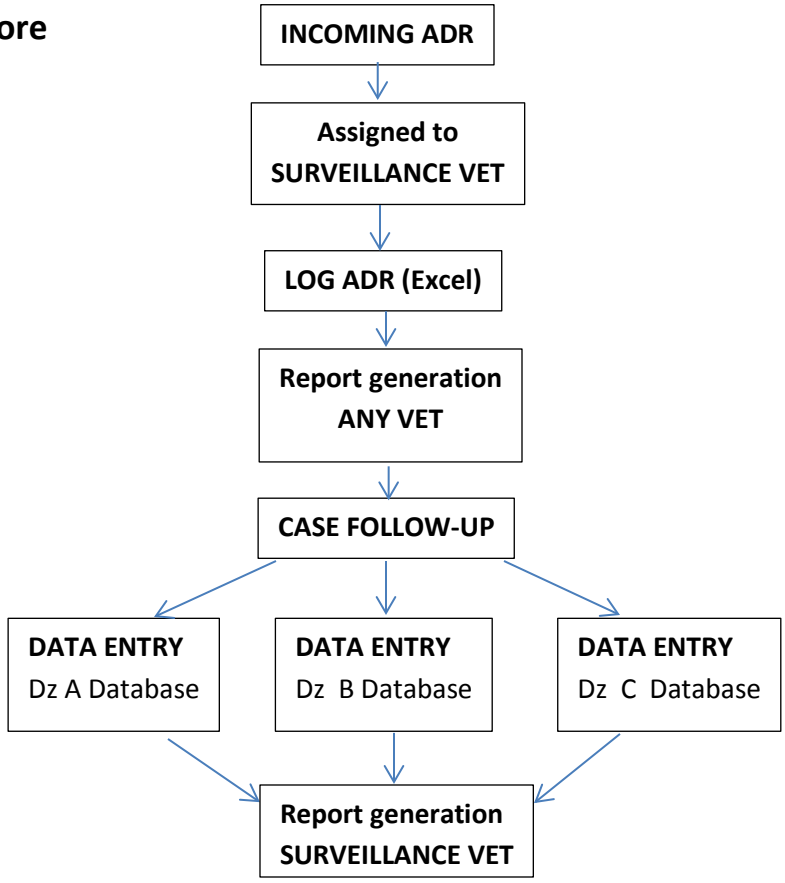
- Established procedure necessary to monitor and track parvo data.

10. Describe Lessons learned

- Process evaluation crucial in ensuring the quality of our disease surveillance
- Importance of regularly reviewing metrics
- Importance of establishing SMART objectives from beginning

	Measure #1
Statement of Measure	% ADR where investigation is initiated within week of report
Target Population	All ADR received by VPH
Numerator	Number of animal disease reports where investigation/action taken within 1 week of receipt
Denominator	Total number of all animal disease reports received
Who will analyze data?	VPH
Source of data	ADR
Data collection method	Tracking spreadsheet
Who will collect data?	VPH Veterinarians
Data Collection Schedule	As reports are received by office
Target or goal	90%
Frequency of reports to make conclusions and take action	Monthly for management meeting

ADR Before



ADR After