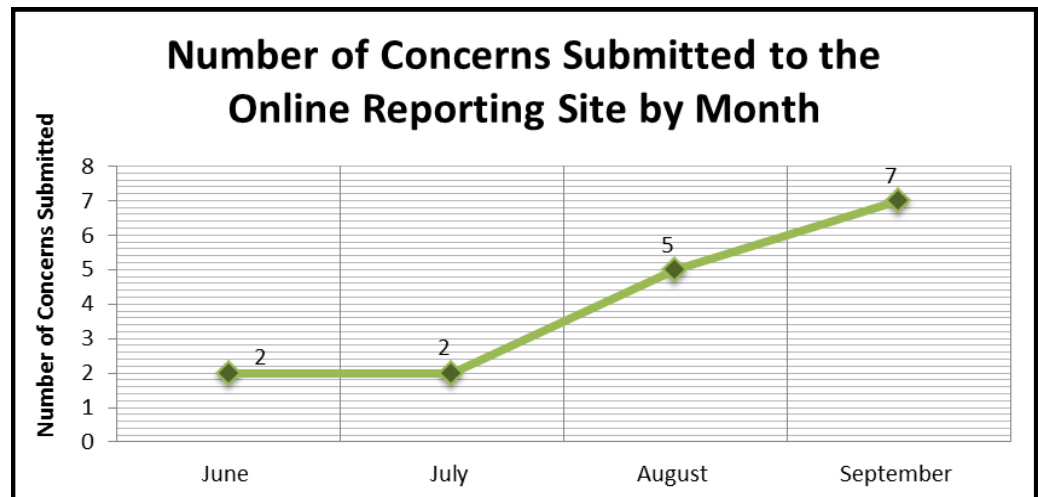
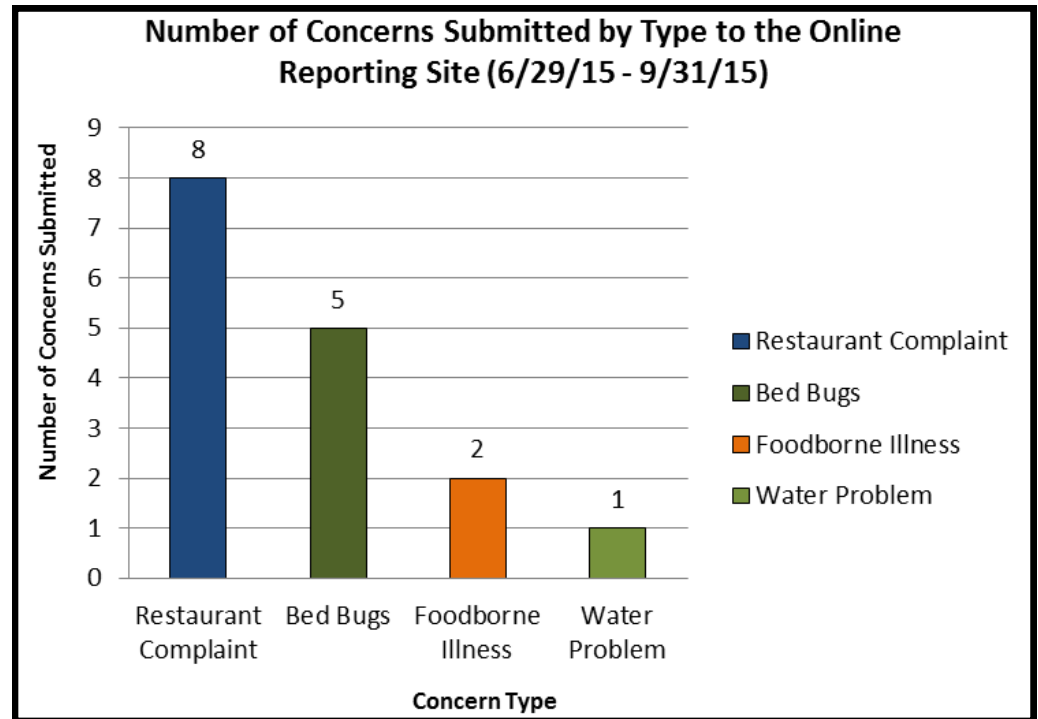




# Public Health Online Concern Reporting Update: September 2015

- The Public Health Online Reporting Site launched in June, 2015. A media release was sent out late that month, links to the site were included on Health Services webpages for Communicable Disease and Environmental Health, and staff were trained on how to review and close out reports.
- In total, 16 concerns have been submitted to the online reporting site ([www.deschutes.org/healthconcern](http://www.deschutes.org/healthconcern)) since it's launch, all related to Environmental Health (July-September).
- Over a one month period (July- August) the site received 77 hits. Of these, some individuals may have followed a link at the bottom of the page to information on public health resources. This would help answer their questions or concerns and remove the need to submit a report.
- As of October 1st, 2015, the average time to close a submission was 3 days, not including unresolved submissions. Four submissions remain listed as unresolved. Of these, two have been open for approximately 4 weeks and one has been open 6 days. The last was open less than a day.
- From July 28th, 2015 to August 27th, 2015, the IT department ran a data analytics report for the online concern site. The report is attached on page two.
- Information dissemination both internally and publically are currently underway.
  - Current efforts include internal education and distribution of fliers at the main clinic
  - Creation of posters and business cards to further promote the online site ; and
  - Modification of the phone tree to include information on the online resource
- In addition, the second in a set of three surveys to receive staff perception, input, and determine what changes are necessary will be released in October.



# Data Analytics Report for the Online Concern Reporting Site

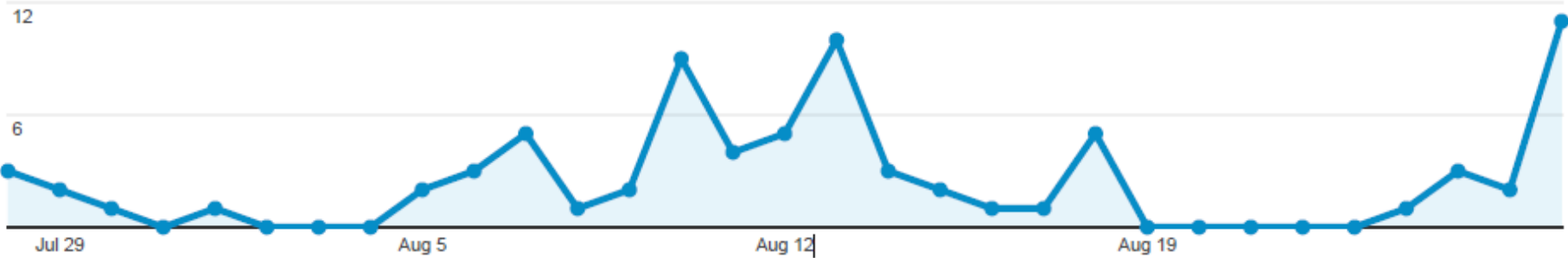
## Pages

Jul 28, 2015 - Aug 27, 2015

All Sessions  
100.00%

### Explorer

#### Pageviews



This data was filtered with the following filter expression: report-public-health-concern

Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
	77 % of Total: 0.06% (135,130)	64 % of Total: 0.06% (103,233)	00:02:09 Avg for View: 00:01:27 (48.26%)	41 % of Total: 0.09% (48,119)	80.49% Avg for View: 35.63% (125.89%)	61.04% Avg for View: 35.61% (71.41%)	\$0.00 % of Total: 0.00% (\$0.00)
1. <a href="/health/page/report-public-health-concern">/health/page/report-public-health-concern</a>	77(100.00%)	64(100.00%)	00:02:09	41(100.00%)	80.49%	61.04%	\$0.00 (0.00%)

Rows 1 - 1 of 1