# Root Cause Analysis

Cannot prioritize calls/ walk-ins and maintain customer services

Not receiving all EH concerns

Frustration with the phone tree

Only way to

submit concerns

Inaccurate

information in tree

People give up \*A phone tree project separate from this was also initiated

**Solution:** *Create an online concern submission site w/ database*

(Create more direct and easy way to submit concerns & allow for concern prioritization in database)

Unsure where to submit concern

Information not readily available to public

**Solution:** *Information Dissemination Campaign*

(On website, media release, posters distributed throughout county, business cards created, information added to new phone tree, business cards made with online site information)

Unable to

Prioritize

concerns

No system to prioritize calls/ walk-ins