



Online Concern Reporting Storyboard

Problem: The Deschutes County Health services Public Health Division does not have an online system that community members can use to report incidence of public health concerns. This could deter some individuals from reporting public health issues, and limits the ways individuals can contact the health department.

AIM Statement: By January 1st, 2016, 10% of Environmental Health concerns the public submits will be made through the online submission site each month.

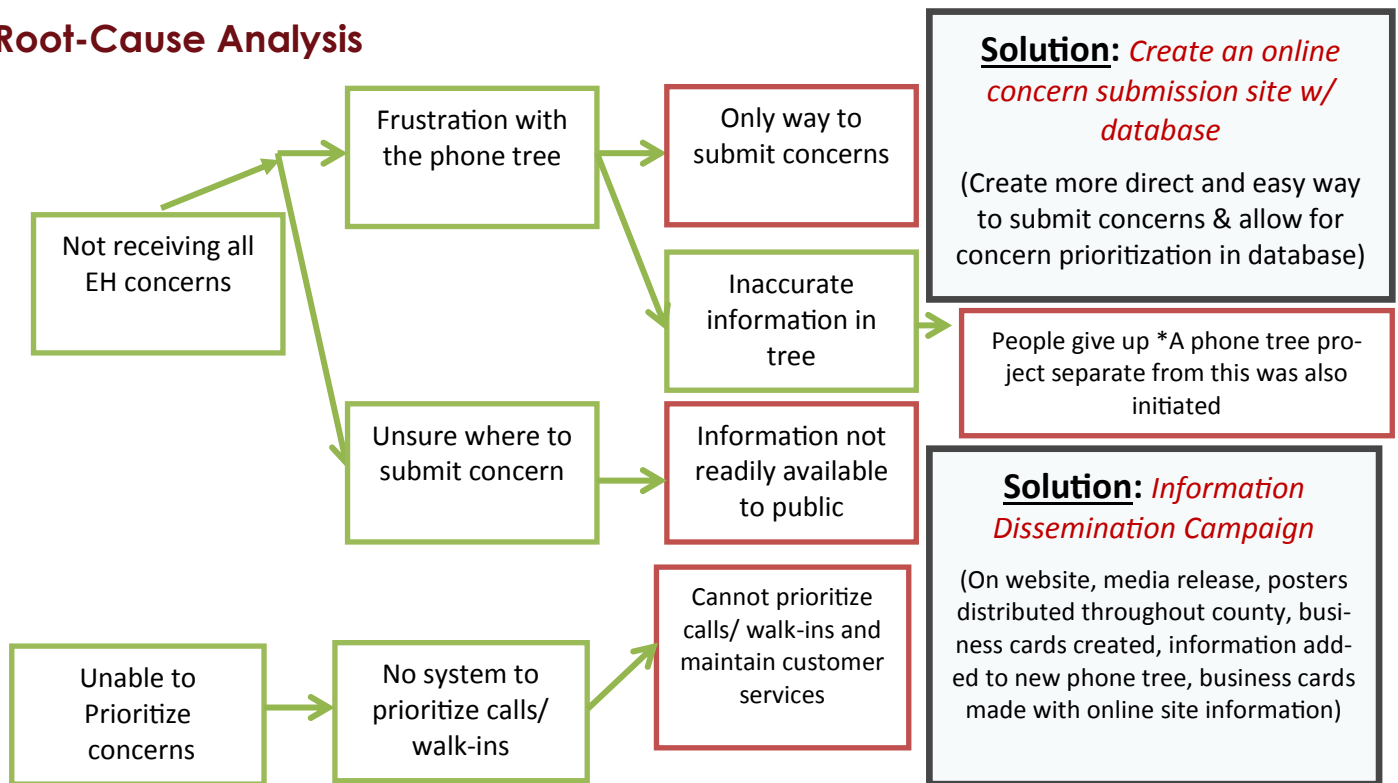
What Occurred: We developed and launched an online site on June 12th, 2015.

Information dissemination to the public occurred between July through December, 2015. This included a media release, information posted to social media, business card distribution, and poster distribution both at DCHS locations and externally.

The number and type of calls were tracked by month to determine opportunities for improvement.

QI Process Used: PDSA (Plan, Do, Study, Act)

Root-Cause Analysis



Results

	July	Aug	Sept	Oct	Nov	Dec	Jan
# Online	2	5	7	3	8	4	18
# Other	45	21	31	38	32	23	73
% Online	4.4%	19%	18%	8.6%	20%	15%	20%
Total # of EH reports	47	26	39	35	40	27	91



Online Reporting Staff Perception

February 2016

Staff Perception:

Usefulness of Public Health concern online reporting system.

Pre-Launch:

56%

Post-Launch:

89%

Response:

Nine individuals responded to both the pre and post survey out of approximately 13 people on the Communicable Disease and Environmental Health teams.

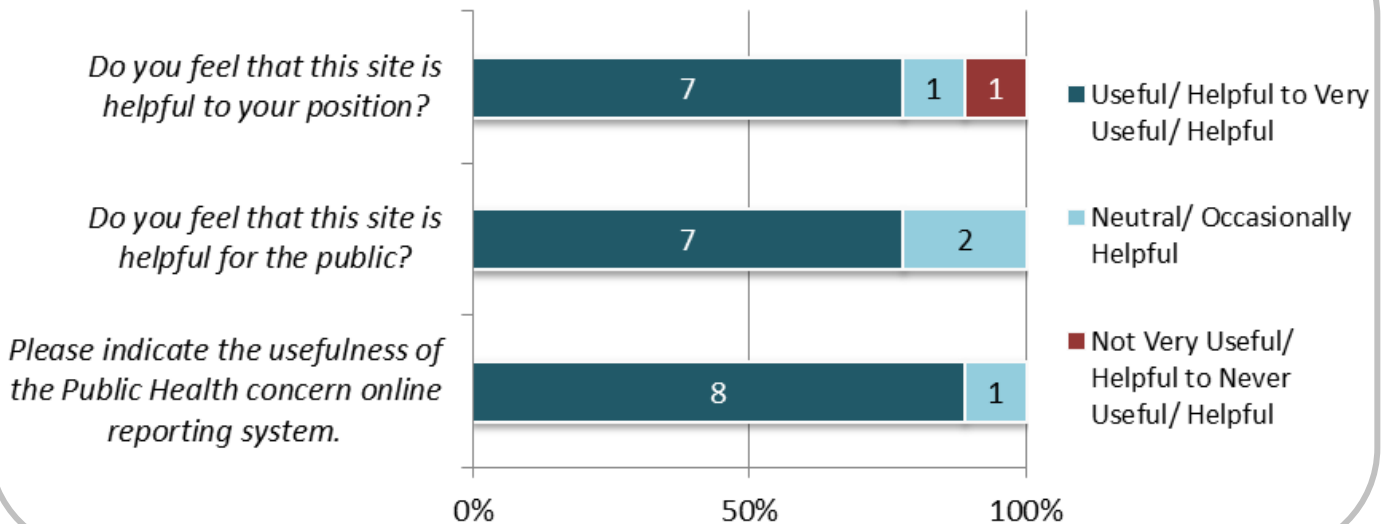
Background:

A pre and post-survey to determine staff perspective on the public concern online reporting system was launched in June, 2015 and January, 2016. The results displayed on this page are from the January Post-Survey, distributed seven months after the site launch, and two months after information dissemination was completed.

Pre-Survey Results:

Before the site launched, 56% of respondents said they thought the site would be useful.

Percent Satisfaction by Topic Area



"It was very helpful in quickly recognizing the last outbreak we had."

"It's important for us to provide as many opportunities as possible for the public to contact us."

"I just do not know how well the public is informed about the site."

"I think it is very helpful because people don't have to wade through our phone tree when calling in and can easily access a way to report concerns."