

DEFINE

1. Getting Started

Currently, tech requests are primarily initiated by the Program staff, but because of the widely varying levels of technological knowledge and expertise among Program staff, opportunities for using technology better are invariably being missed, as Program staff requests are typically limited to what they already know or are familiar with. A standardized, proactive evaluation of Program work processes, similar to an annual physical exam, conducted by IT, would help programs maximize their utilization of available technology.

2. Assemble the Team

We recruited members from:

- Environmental Health
- Community Health
- Support Services
- Health Promotions
- Information Technology

Aim Statement:

This team will develop the standards, tools, and methods for an IT initiative to perform systematic evaluations of Program work processes, proactively identifying opportunities to more effectively leverage technology (both equipment and software) to improve the efficiency or reliability of those processes.

MEASURE

3. Collect Data

Because we were creating an entirely new process there was no existing process to measure.

Benchmarking

We looked at projects within Public Health (Robert Wood Johnson's Common Ground: Transforming Public Health Information Systems program; the National Association of County and City Health Officials website, etc), and outside of it (Center for Nonprofit Excellence Technology Checkup, Idealware's Tactical Technology template).

Customer Requirements

We identified four sets of process customers:

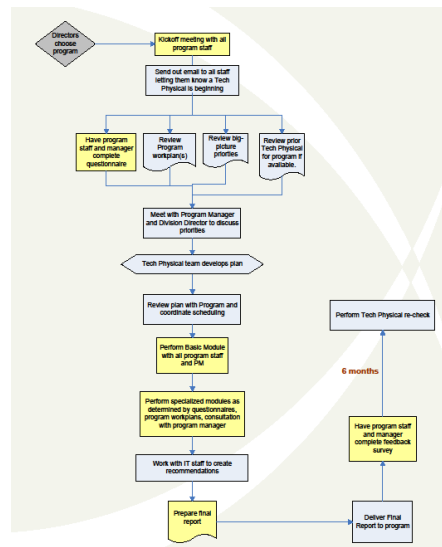
1. Staff
2. Managers
3. Directors
4. the community

and did focus groups with the first three of those.

ANALYZE

4. Critical to Quality: Identify key features

We looked at the results of the focus groups, benchmarking, and our own brainstorm of qualities and characteristics and started mapping those to features, which we then assigned to steps until we had an overview of the process.



DESIGN

5. Develop the Process

The Team has built or is in the process of building:

- An Initial Questionnaire
- A Basic Module
- Specialized Modules for Fieldwork, Data Input, Data Access and Reporting, GIS usage and HIPAA
- Presentation for the Kickoff Meeting
- The template for the Tech Physical Report
- The Feedback Survey

After the development of the modules, we engaged in a Failure Mode and Effects Analysis exercise. This led to a few added elements in the overall process, as well as identification of some components needed for the Kickoff Meeting.

VERIFY

6. Test the Improvement

We have done modular testing—testing the individual pieces in isolation—with staff members in various programs and will be doing a full end-to-end beta test with the Food Program.

7. Study the Results

Feedback from the modular testing has resulted in modifications that will be implemented before the full beta test. Feedback was sought both from the program staff participating in the testing and IT staff who would need to take the information collected during a Tech Physical and create recommendations.

Among IT staff, 80% believe the Tech Physical will be useful or very useful, and 80% are confident or very confident with the process.

8. Standardize the Improvement or Develop a New One

After the testing is complete, we will survey beta test staff to determine their comfort level with the Tech Physical, with a goal of 80% comfortable or very comfortable. Then the process will be turned over to the IT Department for implementation. A Tech Physical lead has been named, with a plan of **completing approximately 3 Tech Physicals per year.**

9. Establish Future Plans

A couple of additional Specialized Modules, for:

- Document generation and template usage
- Meetings and communications have been identified but not developed by the team in the course of this QI project. These will be developed at a later point, possibly by reconvening the QI Team but that has not been determined yet.