Problem: There is a need for professional development. Yet, staff participation in needs assessments is low. This problem was identified and prioritized because:
1. PDSA ready (stable process)
2. Required resource (aligns with strategic plan)

If...
1. We add an incentive (4 hours of administrative leave) and
2. Ask directors to disseminate survey,

then
Survey response rate will increase.

Staff implemented process changes by doing the following:
2. Survey completion entered staff into raffle for 4 hours administrative leave.

A comparison of response rates suggests that our change led to an improvement!

We will “adapt” this improved process. However, because our response rate could still be higher, we’re not ready to “adopt” this improved process.

To continuously improve our response rate, we will conduct a future PDSA cycle on this same subject. We will build on this improved process in the next PDSA cycle to achieve even greater improvements.

Project Title: Increasing response rates in surveys
Organization: Workforce Development Collaborative
Team members: Ann Walsh, Dorothy Sheu, Linda Duchak, David Mark, et al.