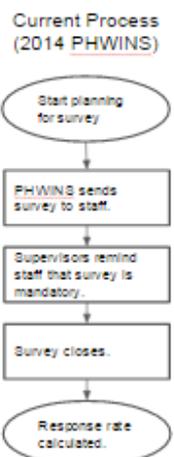
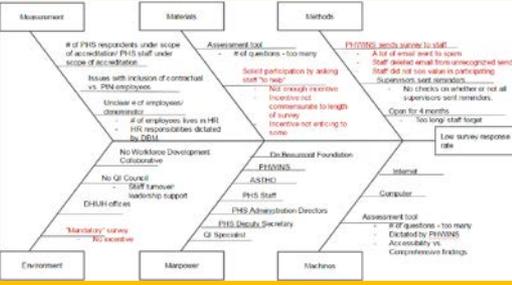


Project Title: Increasing response rates in surveys
Organization: Workforce Development Collaborative
Team members: Ann Walsh, Dorothy Sheu, Linda Duchak, David Mark, et al.

Plan

Identify an opportunity and plan for improvement

<p>1. Get started.</p> <p>Problem: There is a need for professional development. Yet, staff participation in needs assessments is low.</p> <p>This problem was identified and prioritized because:</p> <ol style="list-style-type: none"> PDSA ready (stable process) Required resource (aligns with strategic plan) 	<p>2. Assemble team.</p> <p>Roles & responsibilities:</p> <p>QI team: Brainstorm current process, root causes of problem, and solutions.</p> <p>QI Steering Committee: Coordinate documentation for QI Team and implement solutions.</p>	<p>3. Examine current process.</p>  <p>Current Process (2014 PHWINS)</p>	<p>Internal and External Stakeholders:</p> <p>Workforce Development Collaborative: Accreditation</p> <p>PHS administ: training plans</p> <p>PHS Staff: professional development</p>	<p>4. Identify root causes.</p>  <p>Major, actionable root causes of 2014 survey's response rate:</p> <ol style="list-style-type: none"> Incentive Unfamiliar entity disseminating survey 	<p>5. Develop improvement theory.</p> <p>If...</p> <ol style="list-style-type: none"> We add an incentive (4 hours of administrative leave) and Ask directors to disseminate survey, <p>...then Survey response rate will increase.</p>
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Do

Test the theory for improvement.

6. Test the theory. Make change!

Staff implemented process changes by doing the following:

- Administration directors disseminated survey January 2017.
- Survey completion entered staff into raffle for 4 hours administrative leave.

Study

Use data to review results.

7. Study the results.

Staff reviewed and evaluated the result of the change, and reflected on what they learned.

- Response rate 1 (PHWINS) = **30%** (n= 224)
- Response rate 2 (TNA) = **64%** (n= 490)

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

Act

Standardize the improvement and establish future plans.

8. Adopt, adapt, or abandon.

We will **"adapt"** this improved process. However, because our response rate could still be higher, we're not ready to **"adopt"** this improved process.

9. Establish future plans.

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.