**Project Title:** State Health Improvement Process – Internal Protocols (2016)  
**Organization:** Office of Population Health Improvement (OPHI)  
**Team members:** Genevieve Hugenbruch, Dorothy Sheu

**Problem:** SHIP data is inconsistent and at times invalid.

This problem was identified and prioritized because:

1. PDSA ready (stable process)
2. Required resource (aligns with strategic plan)
3. Customer feedback

**If...**

There are systematized, detailed protocols and a SHIP SOP

**...then**

There would be less human error (# of repetitions) and thus reliable data.

**Plan**

**Identify an opportunity and plan for improvement**

1. **Get started.**
   - Problem: SHIP data is inconsistent and at times invalid.
   - This problem was identified and prioritized because:
     1. PDSA ready (stable process)
     2. Required resource (aligns with strategic plan)
     3. Customer feedback

2. **Assemble team.**
   - Roles & responsibilities:
     - **Genevieve:** Execution, Coordination, and Documentation
     - **Dorothy:** Planning and Execution

3. **Examine current process.**
   - Internal and External Stakeholders:
     - **OPHI:** staff turnover
     - **Website vendor:** Reliable work request submissions
     - **Public:** Reliable and valid data

4. **Identify root causes.**
   - A major, actionable root cause includes:
     - Not comprehensive protocols
   - Other root causes include:
     - Lack of strategic plan, decentralized materials, and staff turnover.

5. **Develop improvement theory.**
   - If... There are systematized, detailed protocols and a SHIP SOP
   - ...then There would be less human error (# of repetitions) and thus reliable data.

**Do**

**Test the theory for improvement.**

6. **Test the theory. Make change!**
   - Staff implemented process changes by doing the following:
     1. Add granular details to each measure’s protocols and data details. Systemize process.
     2. Publish and utilize SHIP SOP.

7. **Study the results.**
   - Staff reviewed and evaluated the result of the change, and reflected on what they learned.
   - A comparison of outcomes suggests that our change led to an improvement!

8. **Adopt, adapt, or abandon.**
   - We will “adapt” this improved process.
   - However, because outcome could still be better, we’re not ready to “adopt” this improved process.

9. **Establish future plans.**
   - To continuously improve our data consistency, 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.

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