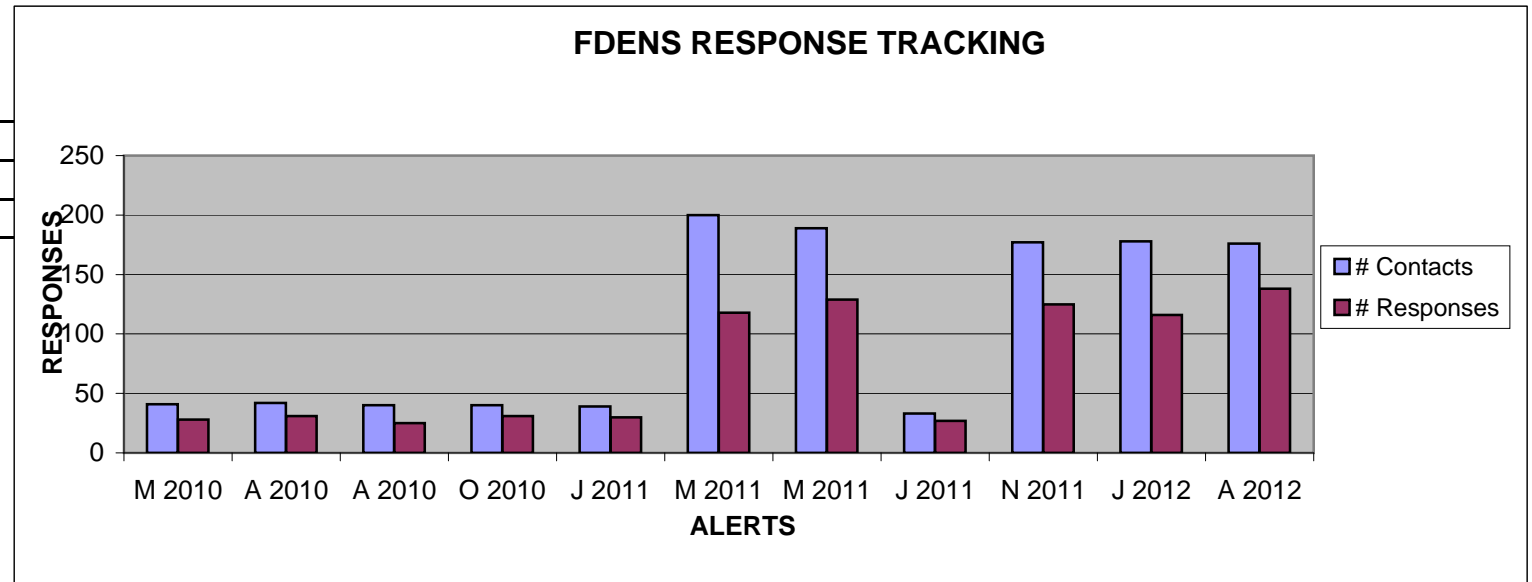


2010-2012 LAKE COUNTY HEALTH DEPARTMENT FDENS ALERT TRACKING

2010 - 2012 FDENS ALERT & NOTIFICATION TRACKING					
DATE	CONTACT	CONFIRMED	% RESPONSE	TIMEFRAME	
Jan	37	16	43%	2 hr	
Mar	41	28	68%	3 hr	after hours
Apr	40	31	78%	4 hr	
Aug	40	25	62%	8 hr	
Oct	40	31	78%	6 hr	
Jan	39	30	77%	3 hr	after hours
Mar	214	116	54%	5 hr	
May	189	129	68%	2 hr	
June	33	27	82%	2 hr	
Nov	177	125	71%	4 hr	
Jan	178	116	65%	4 hr	
Apr	176	138	78%	2 hr	



2010 CORRECTIVE ACTIONS TO IMPROVE RESPONSE RATE

1. Distribute FDENS wallet cards with alert response instructions.
2. Conduct alert response training at March Leadership Plus meeting.
3. Add FDENS mandatory training to TRAK-IT for all employees.
4. Incorporate mandatory FDENS training into monthly new employee orientation.

Primary Responsibility

- Planning
- IT
- HR
- HR

POC

Completion Date

- Feb 2010
- Apr 2010
- Nov 2010
- Nov 2010

2011 CORRECTIVE ACTIONS TO IMPROVE RESPONSE RATE

1. Re-issue FDENS wallet card with alert response instructions.
2. Distribute alert response instruction sheet by email and add it to sharepoint for reference by all employees.
3. Expand alert to include all LCHD employees.
4. Establish a process improvement committee to analyze results & recommend additional corrective actions.

- IT
- Planning
- IT
- Planning

- Mar 2011
- Mar 2011
- Mar 2011
- Jul 2011

2012 CORRECTIVE ACTIONS TO IMPROVE RESPONSE RATE

1. Identify non-responders to their supervisors. Request supervisors ensure profiles have been correctly set up.	Planning	Jan 2012
2. Investigate if meeting % of successful responses can be added to performance evaluation forms.	Planning	Feb 2012
3. Conduct FDENS training at quarterly all staff meeting.	IT	Mar 2012
4. Reissue FDENS instructions to all staff	IT	Mar 2012
5. Conduct a full notice drill to achieve 95% response.	IT	Apr 2012
6. Publish results to supervisors of staff who did not correctly respond.	Planning	Apr 2012
7. Assign performance responsibility to supervisors to ensure staff response.	Administrator	Apr 2012