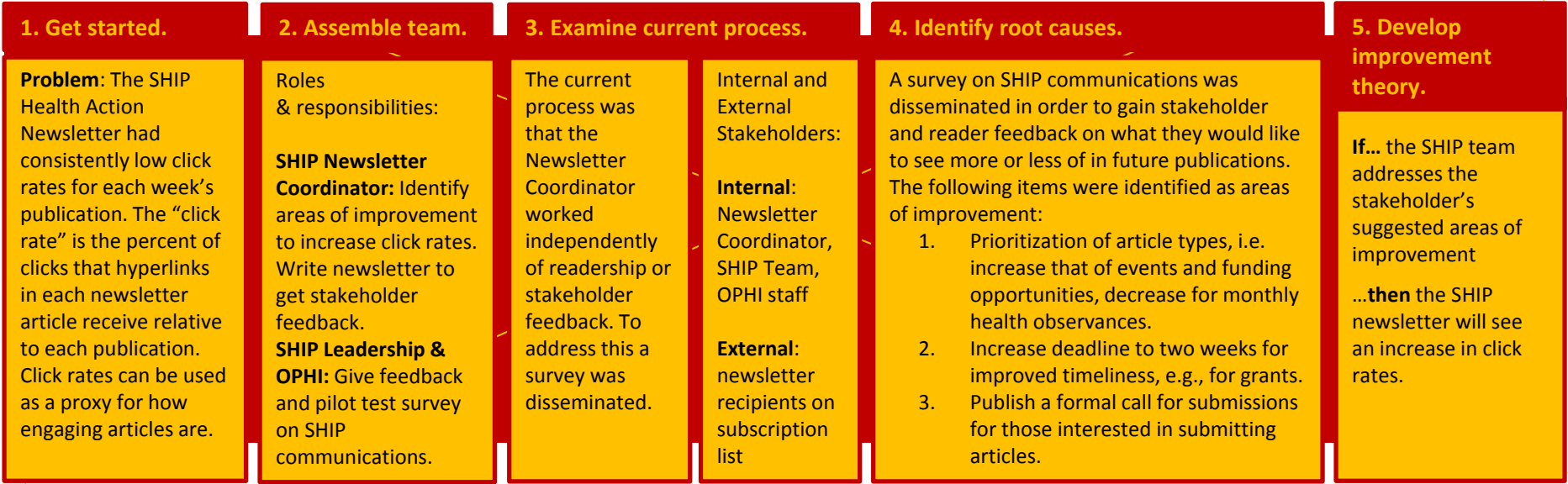




Project Title: August 2016 SHIP Communications Survey Intervention
Organization: State Health Improvement Process (SHIP) Team
Team members: Genevieve Hugenbruch, Dorothy Sheu, Ann Walsh

Plan

Identify an opportunity and plan for improvement



Do

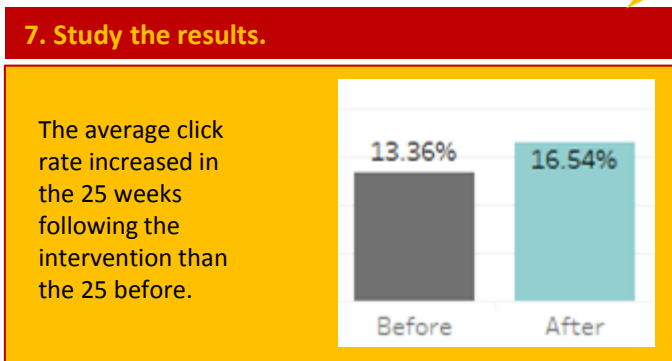
Test the theory for improvement.

6. Test the theory. Make change!

Following the August survey, changes to the priority of article types was tailored to customer feedback, as well as the deadline for time-sensitive items. Other changes include creating a call for submissions so stakeholders may submit items to the SHIP team.

Study

Use data to review results.



Act

Standardize the improvement and establish future plans.

8. Adopt, adapt, or abandon.

We will "adapt" the findings from the survey by creating a submission process, increasing priority of items and topics, and by instituting a deadline for articles.

9. Establish future plans.

Findings and action items were published on the website, a SHIP email address will be created and monitored, a call for submissions will be published and updated annually.