1. Getting Started

AIM STATEMENT:
Using existing available communication tools, we will increase by 100% the number of contact lists and increase the number of individuals within that group by 30% and improve the effectiveness of our HAN to our stakeholders by 50% by August 31, 2013.

2. Assemble the Team
Jim Monopoli: Director of Health
Chris Collier: Office Manager
Rob Dahlstrom: Preparedness Assistant
Sherry Carlson: Preparedness Coordinator
Amada Demeo: Intern
Laura Kleeman: Intern

3. Fishbone Showing Potential Causes for System Change Need

4. Improvement Theory Action Plan

<table>
<thead>
<tr>
<th>Needs</th>
<th>How</th>
<th>Who</th>
</tr>
</thead>
<tbody>
<tr>
<td>New email</td>
<td>Dedicated email for HAN</td>
<td>Jim</td>
</tr>
<tr>
<td>Merge data</td>
<td>Share lists with team</td>
<td>Sherry, Chris, Jim</td>
</tr>
<tr>
<td>Update contact data</td>
<td>Contact partners for current contact</td>
<td>Amanda, Chris</td>
</tr>
<tr>
<td>Import data to email and fax</td>
<td>Transfer updated list to email and fax</td>
<td>Jim, Sherry, Chris</td>
</tr>
</tbody>
</table>

- Created Dedicated Email just for HAN: Han@crahd.net
- Create Pre-written email format
- Updated annual registration form for licensed and permitted facilities to include an updated contact information section for cell, email, fax and land line
- Updated contact information from licensed and permitted facilities
- Call down of Medical volunteers and updated contact data
- Download contact lists to HAN email, and web based Admin Center
- Increase number of contact lists, increase number of Contacts per list, and increase accuracy of data in each list.
- Test upgrade

*HAN Alert for Recall of Shell Fish comparison before and after QI.

ACT: Where do we go from here?

- Must have a system in place to maintain the accuracy of the data base created.
- Must continue this data base in redundant forms of communication for the varied situation we may encounter.
- Continue to get concrete access to Everbridge.

* We met our goal of increasing our number of HAN contact lists on Web from 5-13 and fax from 3-8. In addition we improved the effectiveness of our contacts from 20% to 85%.