

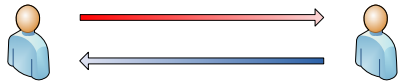
# Surveying Asynchronous Communication in Public Health

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## Background

- Utah has a centralized State Health Department and 12 Local Health Departments situated throughout the state.
- Synchronous communication methods are not reaching all who needs to be informed
- Weekly conference calls and meetings have low attendance
- With UT-NEDSS users are experiencing new asynchronous methods



Synchronous Communication

## Materials and Methods

Survey was conducted to gather information from local health department workers to see:

- If they feel they are well informed of disease events, issues, and outbreaks;
- Whether or not they value the sharing of information across jurisdictions and feel comfortable doing so;
- To identify barriers that exist that may prevent them from receiving/sharing information;
- To assess satisfaction levels with current communication processes;
- To gather information on the preferred communication methods for the receiving/sharing of information

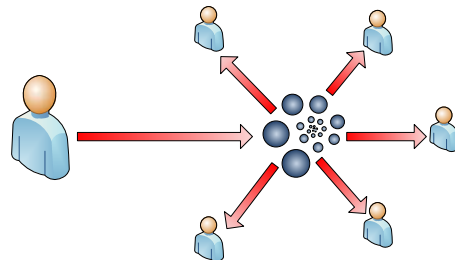
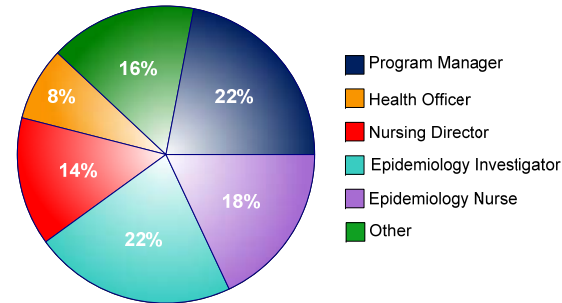
Survey consisted of:

- 10 closed ended – Likert scale questions
- 4 multiple choice questions
- 1 open ended questions

A link to access the online survey was sent to 79 public health workers

## Asynchronous Communication – Don't Get Left Un-Informed

The respondents to this survey included a wide range of public health workers. Through this diversity we were able to ascertain how asynchronous communication can be used to benefit not only top level management but also front line epidemiological workers



Asynchronous Communication

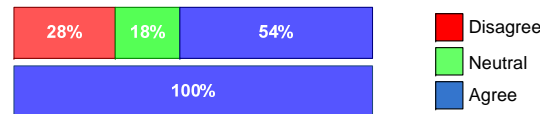
Asynchronous communication allows a message to be sent only once but many can receive it at the time of their choosing.

By using electronic tools such as secure websites or email, users can access information about events when it is needed or convenient. This allows the public health worker to be informed at the time of their choosing, and they can filter the information that best suits their needs.

## Results

### Value of Sharing Information

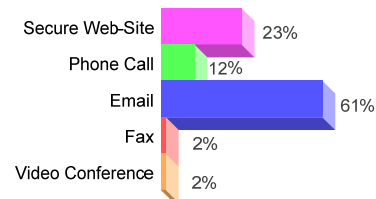
I feel I'm well informed about events outside my local health district:



I want to be informed of events outside my local health district:



### Top Methods for Sharing Public Health Data



### Barriers with Sharing Public Health Data

- Time Commitment Required
- Cost of Communication
- Conflicts with Other Obligations

## Discussion

Our hypothesis has been that public health workers want to know about epidemiologic information outside of their jurisdiction but conventional synchronous methods were too time consuming for them to participate.

Through this survey we wanted to show that public health workers were willing to use other communication methods, such as secure websites and electronic notifications through email, to stay informed about events occurring outside of their jurisdiction.

## Conclusion

Public health workers generally want to stay informed about events occurring outside of their jurisdiction, but current methods are too time-consuming and outside of their current workflow.

From the results of the survey we have created an open source secure web application that allows for the asynchronous communication of public health data. For more information go to: <http://health.utah.gov/phi/phaccess>.

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- Utah Department of Health

## Contact Information

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For the full survey results go to: <http://www.utah.gov/phi/commsurvey.pdf>