

### What's The Issue?

Data requests to WCHD's Data and Quality Center often arrive through unclear and inconsistent routes that do not provide key information needed to respond effectively. Additionally, data is isolated across systems (Patagonia, Qualtrics, CDP, Excel, IWIC, CDC Wonder, IQUERY), limiting accessibility for internal and external users. This setup complicates data retrieval and delays response times, averaging 6 to 30 business days to provide requested data.

### Why It's Important

- Data allows tracking of program effectiveness and assessing the impact of health initiatives.
- Data is essential for supporting grant applications aimed at improving health outcomes for Winnebago County residents in alignment with health priorities.
- Timely response ensures that stakeholders have access to data on outcomes and initiatives providing transparency to the community.

### What We Did

In 2024, the Data and Quality team met with staff from other WCHD Centers and using a process flow the team identified inefficiencies in the data request process and drafted a more efficient process flow including a Qualtrics ticketing system.

In 2025, the team studied the impact of changes made to the data request process and adopted the Qualtrics ticketing system as the standard for external data requests. The process was further adapted by:

- Incorporating a fillable form into WCHD's website.
- Building a Qualtrics dashboard to monitor the number of data requests and average response time to data requests. The QI team reviewed the number of data requests including types of data requested and data sources required to respond to request.
- A data resource tool which includes links to secondary data sources was developed to ease data collection and response.

### Lessons Learned

- Winnebago County residents show increased interest in data post events such as COVID-19, Rockton Chemtool fire incident and the opioid crisis.
- Additional requests for FOIAs, Foodborne illness reports from Winnebago County residents were received through the process and were forwarded to the appropriate WCHD center.
- Qualtrics Ticketing centralizes tracking of requests, allowing efficient submission, assignment, and management of stakeholder request.
- External data requests on average take longer to complete as we need to reach out to secondary data sources to complete most of the request.

### Results

The ticketing system in Qualtrics enabled WCHD to receive data request on time, collaborate with other WCHD Centers and tracking open tickets and response times through the dashboard features. As a results of these changes, we:

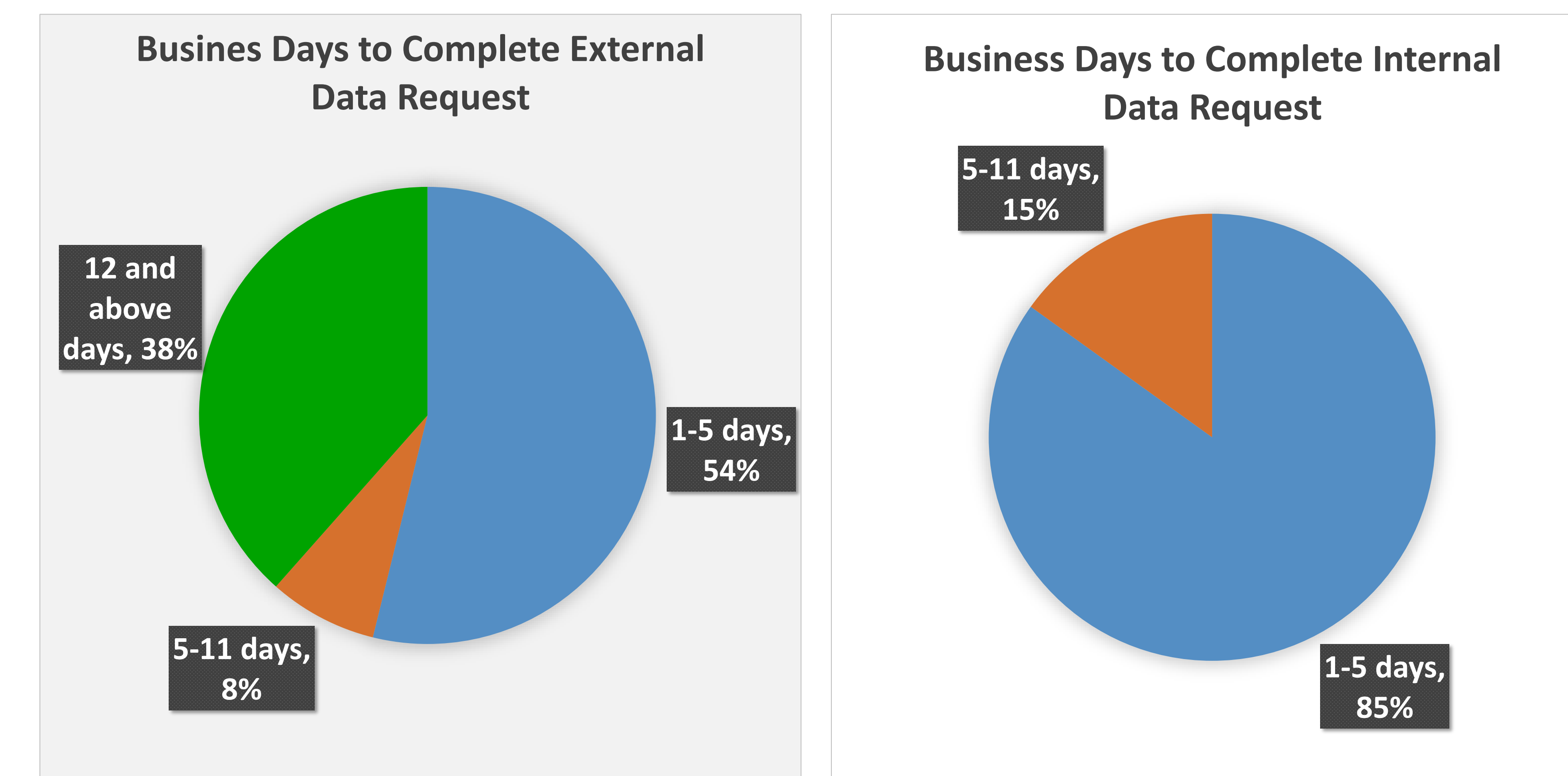
- Received more completed data requests from stakeholders allowing for more timely, efficient response.
- As of December 2025, approximately 20 external data requests were received, response time averaged 1 to 11 business days for 62% of the request and above 12 business days for 38% of the request. More than 40 internal data requests were received and 85% were processed within 1 to 5 business days.
- The QI goal was met, as the majority of data requests were closed within 21 business days.

### Next Steps

- The Qualtrics ticketing system has been adopted as the standard process for external data request and WCHD will continue to improve the process.

### Team Members

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Average number of business days to complete internal and external data request.