

Case Study 103:



patient
education
genius



Waukesha County

Managing COVID in Wisconsin: Streamlined State Reporting and Patient Population Engagement



County Health
Department



Waukesha County,
Wisconsin

Patient Population: 74,000

Goals:

Efficiently distribute test results, automate data collection per State requirements



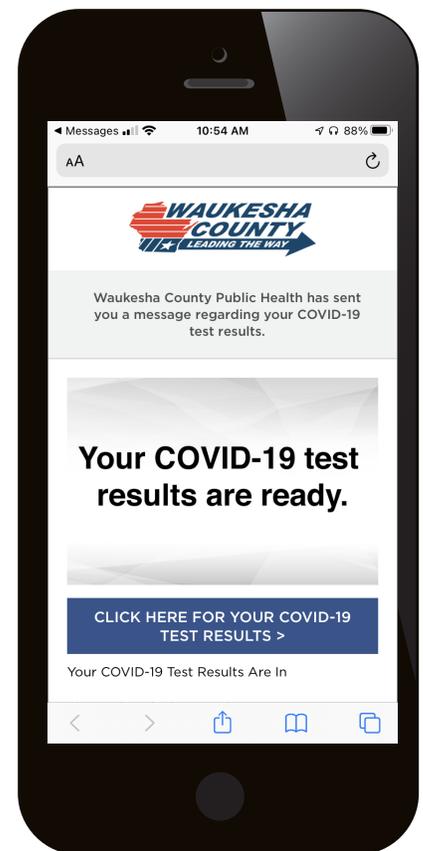
Challenge

Deep into the second wave of the COVID-19 pandemic, Waukesha County's Health and Human Services department needed more efficient ways to distribute test results to their patient population, collect information on those patients who tested positive, and report that information back to the State of Wisconsin. Waukesha County also sought efficient ways to inform those same patients about free vaccination clinics.



Solution

PEG developed a custom solution that enabled Waukesha's health department employees to digitally distribute test results to high volumes of COVID-19-positive patients in just one click. The same solution also delivered case reporting questionnaires to those patients, automating the case investigations process. Questionnaire responses populated a spreadsheet for upload into State reporting systems, while messages that were not delivered, or questionnaires that were not answered, were flagged for case investigation follow-up. PEG's Broadcast tool enabled Waukesha County to raise awareness of their vaccination clinics by facilitating the delivery of thousands of text message reminders to their patient population.



Results

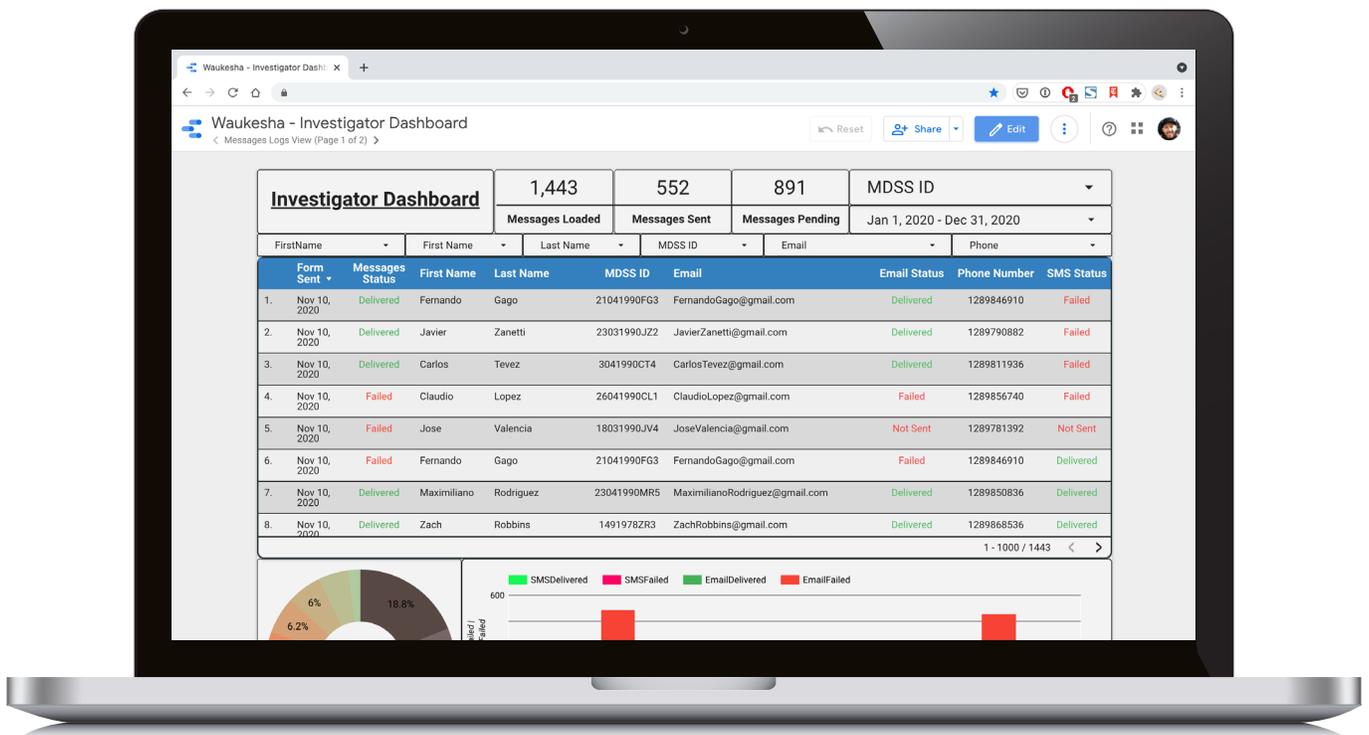
By automating and digitizing processes that were previously manual and phone-based, Waukesha was able to vastly reduce its reliance on call centers and other expensive and inefficient stop-gap staffing measures, while simultaneously increasing patient participation in both case investigation and vaccinations.

3391

case Investigation forms distributed electronically

4412

test results delivered via text message



"Waukesha County is benefitting immensely from PEG messaging. The ability to text and email our residents/patients on testing, clinic appointments and general messaging has been a game changer and paramount to our success. We are serving 1500+ people per day at our clinics."

- Lance Spranger, CIO, Waukesha County

