

Encouraging Employees to Improve Documentation

Carolyn Babakaiff, Anna Burrowes, Maxine Russ – UBC Advanced Professional Certificate in Behavioural Insights; and Jiaying Zhao – University of BC

Objective

To increase the number of sufficiently documented eligibility decisions on client files by employees.

Background

- Sufficient notes contribute to the organization’s commitment to administrative fairness, help ensure quality service to clients, and save time down the service line
- Key restraining forces identified through exploratory research were time pressures, lack of accountability and unclear directions
- Key driving forces were client service and helping other employees do their job

Methods

- A total of 110 participants completed the 4-week randomized control trial
- Treatment group (N=65): simplified instructions for the first 2 weeks, and simplified instructions plus pro-social messaging for the last 2 weeks
- Control group (N=45): no interventions for 4 weeks
- Simplified instructions were in the form of a notes template (see figure on the right)
- Pro-social messaging was “Help clients and colleagues by making REAL decision notes!” on the header of the template
- Both interventions were sent via email

Results

- Results were inconclusive when looking at the rate of sufficient documentation by employee
- However, when evaluating the number of files with sufficient vs. insufficient notes, a significant effect was detected ($p = .039$)

Make REAL decision notes every time

R What is the client **REQUESTING**? Include the circumstances for the request.

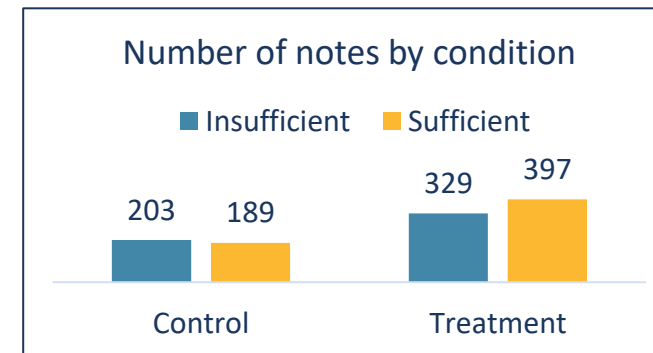
E What is your **ELIGIBILITY DECISION**? Is the client eligible (request approved) or not eligible (request denied)?

A What **APPLICABLE CRITERIA** from the legislation did you use to make your decision **AND HOW** do the circumstances of the request meet or not meet each criterion.

L **LET THE CLIENT KNOW** next steps. Include right to reconsideration if denied; details if approved; community resources if applicable, etc.

Use the space below to write your own decision notes, then copy and paste into ICM

REQUESTING:
ELIGIBILITY DECISION:
APPLICABLE CRITERIA:
LET THE CLIENT KNOW:



Conclusion

- Treatment group consistently had higher rates of sufficient documentation than control
- A close-out survey to the treatment group resulted in additional positive feedback about the interventions
- Small sample size and ceiling effect were two limiting factors
- The **organization adopted our recommendation** to implement the intervention more broadly