

Case Study



HUMAN SERVICES

User

County of San Diego Health and Human Services Agency

Challenge

Efficiently capture blood pressure screenings with supporting data during the agency's annual Love Your Heart event that is held at over 200 locations and serves 31,000 participants in one day

Solution

The Survey123 for ArcGIS® application

Results

- Reduction of total staff labor by over 164 hours
- More accurate data collection
- Results from the event shared within one day

Enabling Mobile Data Collection for the Love Your Heart Event

The County of San Diego Health and Human Services Agency (HHSA) provides residents with services supporting the vision of a healthy, safe, and thriving community, called *Live Well San Diego*. As part of this vision, HHSA hosts an event every February called Love Your Heart, held at sites throughout San Diego and Mexico. There, HHSA and its partners provide free blood pressure screenings and talk to participants about how the results relate to their overall health. Within five years of its inception, the event expanded into Los Angeles, Texas, and Massachusetts.

The Challenge

The Love Your Heart event was conducted at over 200 locations, including libraries, convenience stores, and health centers, and served more than 31,000 participants in one day—17,000 people in San Diego alone. Along with the blood pressure reading, specific information about each participant needed to be recorded such as gender, age, blood pressure stage, and ZIP code and whether blood pressure medication was being taken. Prior to 2016, volunteer nurses or staff recorded this data by hand. Once the data was collected, it was sent by email or fax, which necessitated that all documents be double-checked by staff members, costing roughly 9 hours a week over the course of 12 weeks as the data was turned in.



"Compared with other methods, staff found the Survey123 application to be much more user-friendly. The ease of downloading the app and the survey template will make it very easy to encourage our partners to use it, which will greatly enhance our data collection efforts for Love Your Heart."

Giang Nguyen
Love Your Heart Coordinator

The Solution

As the event attendance grew, HHSA leadership realized that the data collection process needed to be more efficient. Already a user of ArcGIS, HHSA decided to use Survey123 for ArcGIS. It provided the benefits that staff considered necessary to be successful including the ability to work offline, autopopulated questions based on responses, ease of use, and the capability to be replicated for each site as needed.

At the 2016 event, one site was chosen to test the application against the hand-recorded data. The volunteers found that the app was quick and easy to use and the results were visible in real time. HHSA leadership was able to see the survey results broken down into many different types of diagrams, including bar graphs, column graphs, pie charts, and overall percentages for each answer.

The Results

There are multiple ways that Survey123 for ArcGIS helped the County of San Diego save time and money. Surveys are now easy for the county's geographic information system (GIS) team to build and maintain, and end users found the app to be effortless to operate. The return on investment was significant and seen immediately after the application's implementation. By eliminating hand recording of data, it is projected that staff time saved at next year's event will surpass 164 hours.

In addition, the ability to clean, aggregate, and push out the data to show results the next day was invaluable to quickly determine the overall health of the community and support *Live Well San Diego*. As a result of the application's implementation, community leaders can make faster, more informed decisions and communicate positive changes that contribute to a healthy, safe, and thriving San Diego region.



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