Purpose
The purpose of the quality improvement project was to improve the intake process for service requests to retrieve Electronic Health Record (EHR) data. The goal was to reduce the backlog of service requests from users of the Epic system at the target organization by 5%, within three months, from 650 requests to less than 575.

Background
A literature review suggests creating self-service reporting tools to manage high volumes of service requests; however, creating reporting tools is difficult without insight about types of customer service requests. Additional recommendations include tracking and measuring service requests and using processes Plan Do Study Act (PDSA) cycles, Lean, and Agile methods.

Methodology
A series of Plan-Do-Study-Act (PDSA) cycles were completed to improve the screening, categorization, prioritization, and assignment of incoming service requests to reduce the backlog and improve completion turnaround time.

Results
The backlog of service requests was reduced from 650 to 450, a 30.7% reduction. The A&R Department implemented a new workflow to categorize the incoming service requests, which provides insights about the organization’s data needs.

Implications
Innovative diffusion of IT in healthcare is lacking in the United States (US), and there are many challenges with using data for Quality Improvement (QI). Further Research is needed to improve timely access to EHR data, which is a prerequisite to making clinical and translational science advances. A series of PDSA cycles can improve the efficiency of providing EHR data to end-users and provide insights into the high-demand areas.