Problems:

- Providers not completing and submitting morbidity reports for clients with positive chlamydia labs

Causes:

- **Environment**
  - Office too busy
  - Clients too busy
  - Staff responsible for knowing not defined
  - Lack of education
  - Missing demographics
  - Lack of motivation
  - Ineffective
  - Understaffed office
  - Pay machine too far away

- **People**
  - HCP office too busy
  - HCP assumes lab does reporting
  - Knowledge of use of equipment
  - Limited funds for equipment
  - Lack of internet access
  - Not trained
  - Not doing
  - Not using
  - No compensation
  - Provider understanding
  - Equipment poor quality
  - Equipment not user friendly
  - Providers

- **Procedures**
  - Lack of training

- **Supplies**
  - Lack of supplies

*Cause and Effect*