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

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 ($p = .039$)

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

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