# La Tortuga Digital Intake App — Continuous Improvement Plan (CIP)

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## 1. Purpose

Define a framework for monitoring, evaluating, and enhancing the La Tortuga app after launch — ensuring long-term reliability, security, and mission impact.

## 2. Scope

Covers application monitoring, user feedback channels, maintenance schedule, privacy compliance reviews, and version control processes.

## 3. Performance Monitoring

• App crashes ≤1 per 100 sessions (Firebase Crashlytics, Weekly)  
• Sync success ≥99% (Firebase logs, Daily)  
• Dashboard accuracy ≤1% variance (BigQuery, Monthly)  
• Average intake time ≤6 min (Analytics, Monthly)  
• User satisfaction ≥8/10 (Survey, per deployment)

## 4. Feedback Loop

• Clinician Feedback Form: Google Form (Spanish & English)  
• Field Issue Log: Asana task tracking for issues  
• Monthly Review Call: Joellen + team  
• Quarterly Improvement Summary: Report of resolved vs open issues

## 5. Update Cycle & Versioning

• Minor Updates (1.x): Bug fixes and UI tweaks – Quarterly  
• Feature Updates (2.x): New modules – Bi-annual  
• Security Patches: Dependency/Firebase rules – Monthly  
• Major Releases: Architecture/UI changes – Every 2 years

## 6. Governance & Change Control

• Change requests logged in Asana or GitHub Issues  
• Approval workflow: Joellen → Jose → Noah  
• Regression testing before every release  
• Documentation stored in /releases on GitHub

## 7. Risk Management (Post-Launch)

• Data corruption: low – Mitigate with auto backup  
• Connectivity issues: medium – Offline-first with manual sync  
• User turnover: medium – Training videos + refreshers  
• App obsolescence: low – Annual tech review  
• Compliance changes: low – Annual HIPAA/GDPR review

## 8. Long-Term Enhancement Roadmap (2026–2028)

1. Education Module – Track community health education sessions  
2. Vitals Trend Dashboard – Chronic condition tracking  
3. Offline Encryption Upgrade – Client-side AES  
4. Predictive Analytics – Regional health alerts  
5. Multi-Clinic Sync – Cross-region data integration

## 9. Annual Review & Reporting

• Conduct annual performance audits  
• Publish impact report for donors and partners  
• Archive logs for 5 years  
• Refresh training materials each mission cycle

## 10. Key Outcomes Expected

✅ Improved data quality and response speed  
✅ High user retention and low support burden  
✅ Measurable impact for donors and partners  
✅ Scalable foundation for future La Tortuga projects