

STATE OF MAINE
Change Project
August 2006
DAY One outpatient services

AIM (Retention): The aim of this change project is to increase retention rates between the first and second office visits.

HOW TO ACHIEVE THIS AIM: Clients will be offered a next day appointment at the time of their initial visit.

TIME FRAME: The change project will start on August 14 and continue through September 1, 2006. The pre-change time frame will be from July 24 till August 11, 2006.

Change
Increase retention between the 1st and 2nd visits

	Number of 1st visits	Number of 2nd visits	% Retention
Pre-Change July 24 – August 11, 2006	28	23	82%
Post-Change August 14 – September 1, 2006	19	19	100%