

 **STAR-SI**



AMHC

Aroostook Mental Health Center

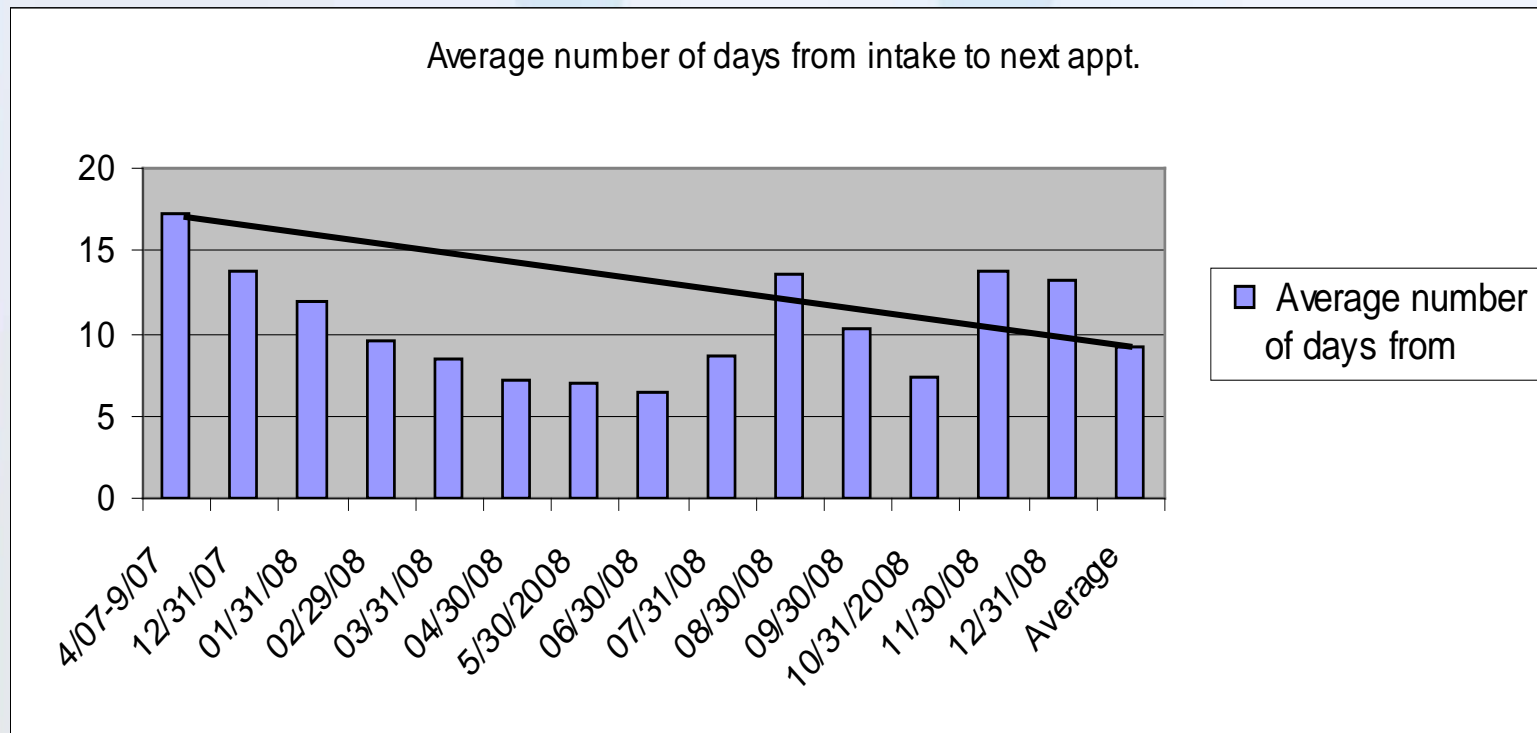
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PDSA – What did you do and why?

- Aim: To reduce the number of days between initial intake and second appointment for individuals seeking Outpatient Mental Health services in one of our outpatient offices from 17.3 days to 10 days.
 - We wanted to improve customer service by reducing the wait time for service.
 - We wanted to reduce the drop-out rate following the initial intake appointment.

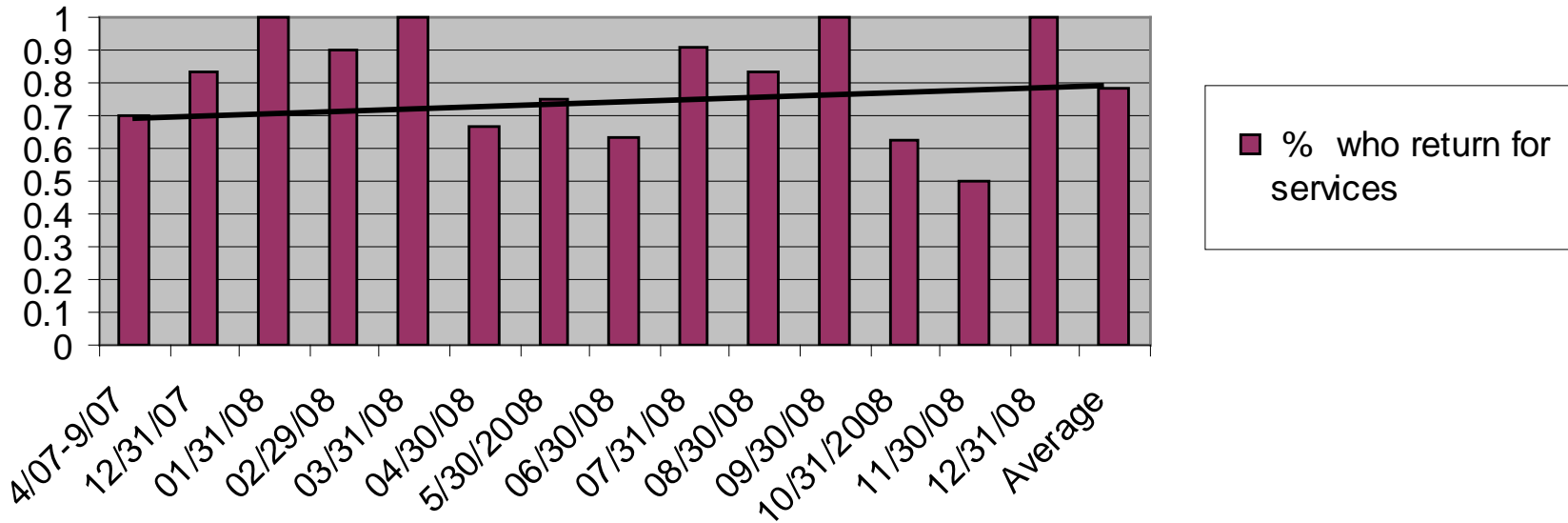
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Decision Support – What Happened and How do you Know?



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% who return for services



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Business Case and/or Strategic Advantage for the Organization

- % of clients seen for their second appt. within 10 days: 52.7% improvement.
- Average number of days from intake to next appt: reduced by 8.2 days
- % of individuals who returned for treatment: 8.4% improvement
- Customer Satisfaction: increased from 74% to 74.2%
- Energized staff

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The Plan for Sustainability

- Have shared the outcomes with 3 other outpatient sites within the organization.
- Have adopted same strategies with these sites and early indicators are that we are experiencing similar success.

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Cultural

Impacts/Considerations

- Senior Leadership endorses process change as an expectation.
- Encouraging all staff to be solution-focused
- High Performing Team model supports process change
- Productivity and Financial Responsibility indicators provide staff with regular data and motivation.
- Incorporating process change throughout the organization so it is now becoming a part of our culture.