

# AIM (plan)

- Our Change Project aimed at reducing the median wait time to start of treatment to 7 days or less.
- Our median baseline wait time was 7 days.



# CHANGE (do)

- Wait times are directly related to our capacity for evaluations. Clinicians generally have 4 hours available each week for new evaluations. The evaluation process took approximately 2 hours with only one being billable.
- Each clinician would separate the Initial Screening from the Comprehensive Assessment (One clinician was already doing so).
- This change increased the number of available evaluation sessions from 2 to 4 per week.



# RESULTS (study)

- The median time to treatment remained seven days.
- As a result of this change our revenue increased by 100% percent.
- Clinicians have more flexibility in their schedules.



# NEXT STEPS (act)

**Continue to explore ways  
to reduce wait times:**

- Walk in time for screening and assessment.
- Shift intake responsibility to Case Manager.

# IMPACT

- Our clients and staff were not as overwhelmed during the single hour appointment as during the 2 hour appointment.
- ***Never overlook the obvious:*** Billing for the additional hour reflected a substantial increase in our revenue!

