

AIM (plan)

- To Reduce No-Show Rate for Screening - Intakes For Long Term Residential Treatment

- Rates were at over 50% no show per month



CHANGE (do)

- *Reduce the Wait Time for Appointments by Increasing the Availability of Time Slots for Appointments Each Week*
 - *Doubled the Scheduled Times Available*
 - *Increased Existing Clinical Staff Time Dedicated to This Process.*

RESULTS (study)

➤ No Show Rate

30 Days Before Implementation:

53% *Womens - 43%*
Mens - 64%

30 Days Post Implementation:

51% *Womens - 57%*
Mens - 46%



NEXT STEPS (act)

- ❖ Continue Process for 30-60 More Days (?- pending staff survival rates!)
- ❖ Consider Dedicating Staff Resource to this Activity -
- ❖ Address Supports Needed for Those on Longer Waiting Lists.

IMPACT (business case, lessons learned)

- No positive improvement as of yet
- Increased work load on clinical staff
- Increase of those who do show has added to the wait list