

AIM

- **To decrease the time it takes to receive clinical services from the point of first contact within Mayo Regional Hospital Counseling Services.**
- **Have Front office staff schedule 32 hours of clinical appointments per week per FTE**

CHANGE

- Department was aligning with another organization and 4.2 new clinicians were being added to the department, with a goal of the new department structure meeting 26 clinical hours performed per FTE per week.
- With new front office staffing structure in place, clinicians were informed to provide space on calendars for 32 clinical hours per week, that front office staff would schedule into. This would include returning and new client appointments.



RESULTS

	Number of client hours/FTE per week	Average Days Waiting from First Call to Evaluation
<u>Baseline Data</u> March 2, 2009 to March 20, 2009	14.8	14.8
<u>Data</u> April 20, 2009 to May 8, 2009		

NEXT STEPS (act)

- **Finish collecting data, change process is still active – data collection is not complete**

IMPACT (business case, lessons learned)

- Expect to significantly change culture within the department