

# AIM (plan)

- **TO REDUCE THE NUMBER OF NO-SHOWS AND CANCELLATIONS OF SCHEDULED CLIENTS**



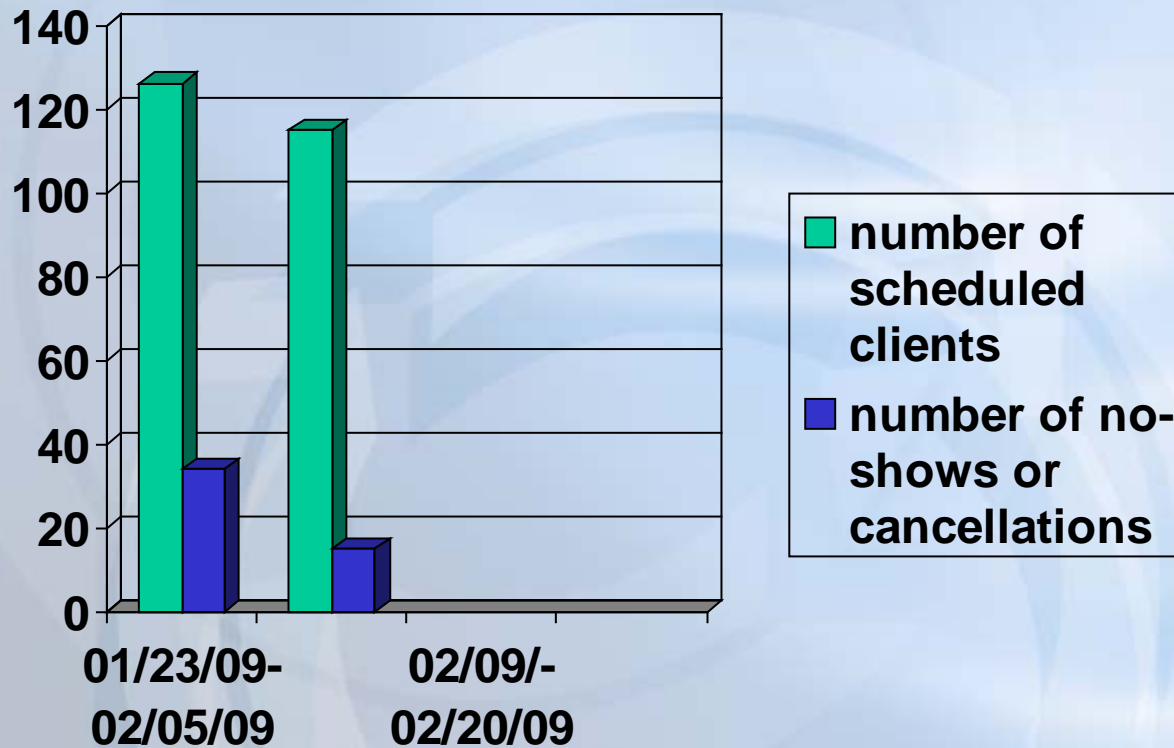
# CHANGE (do)

- **EACH COUNSELOR CALLED THEIR CLIENTS THE DAY PRIOR TO THE SCHEDULED SESSION AS REMINDER**



# RESULTS (study)

Percent of decrease with reminder calls 51.67%



# NEXT STEPS (act)

- **THE TEAM MET AND DECIDED TO CONTINUE CALLING CLIENTS THE DAY PRIOR TO THEIR SESSIONS IN ORDER TO MAINTAIN CHANGE SUCCESS**



# IMPACT (business case, lessons learned)

- **REVENUE INCREASED**
- **ISSUES RESULTING IN CANCEL OR NO SHOW WERE THEN ADDRESSED IN INDIVIDUAL SESSIONS**
- **SUBSEQUENT APPOINTMENTS PRESENT AN OPPORTUNITY FOR PROBLEM SOLVING WITH CLIENT BARRIERS TO ATTENDING COUNSELING**
- **FILLING THE SESSION REDUCES WAITING TIME TO BE SEEN FOR OTHER CLIENTS**

