



Laurel County Health Department
 525 Whitley Street
 London KY 40741

Quality Improvement Story Board

Team Members: Grace Accardio, Brandy Cox, Brandi Gilley, Stephanie Martin, Mark Hensley, Carolee Epperson



PLAN

Problem Statement

Prior to April 2013 our Do Not Keep Appointment (DNKA) rate is between 45-50% on a daily basis.

Aim Statement

By implementing this process, the health department will enhance the overall services it provides by improving patient show rates for scheduled appointments.

Process Outline & Relevant Data

Prior to April 2013 our agency did not have a policy in place to notify patients prior to their appointment time. After analyzing several reports we determined that our DNKA rate was between 45-50% and that we needed to resolve this issue. In efforts to improve clinic efficiency, our agency set a goal to decrease our “no show rate” 20% by September 30, 2013.

Do not show rates will be monitored daily by the clinic administration.

Identify Potential Causes

1. Auto-dialer did not function properly.
2. Short staffing issues did not allow for someone to personally call every patient the day prior to their appointments or send appointment reminder cards.

Identify Potential Solutions

1. Attempt to fix auto dialer problem.
2. Hire additional staff to assist with patient reminders.
3. Investigate possible electronic methods that may be used to contact patients.

Improvement Theory

In April 2013 we began our text messaging appointment reminder system. Our DNKA rate at the time of initiation was 45-50%. We would reevaluate the DNKA rate in October 2013 to see if improvement were made.

DO

Test the Theory

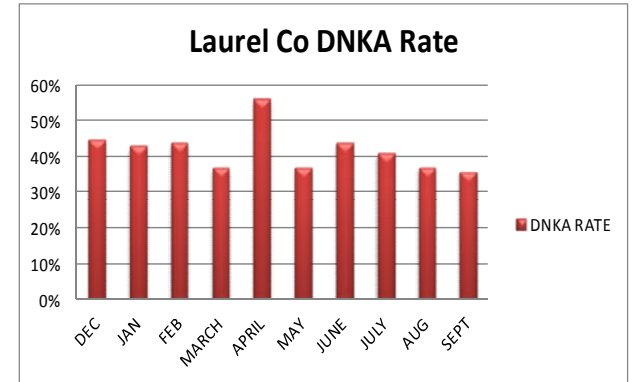
Clinic staff was properly trained on the usage of the text messaging system. A plan was implemented as to who would be responsible for the maintenance of the system. A process using color-coded stickers was developed to easily identify patients who request text message reminders from those who prefer to have a personal phone message reminder. A green sticker indicates the patient prefers a phone message reminder, a red sticker indicates the patient prefers a text message reminder, a black sticker indicated the patient prefers not to be notified. The patients are ask at check-out which method they prefer.

CHECK

Study the Results

As of July 30, 2013 we had sent 364 appointment reminders and enrolled 978 patients. We began receiving positive feedback from our patients regarding this new feature that we offer. At the end of August we had enrolled 1,044 patients and had sent 701 appointment reminders. Currently, we 1,066 patients enrolled and have sent 1,312 appointment reminders.

Study the Results Cont.



ACT

Standardize or Develop New Theory

Our projected goal of 20% reduction in the “No Show Rate” has not been reached to date. However the data indicated an improvement of approximately 9% through the end of September. Staff will continue to monitor the “No Show Rate” on a daily basis we expect a further decrease in the coming months. This expectation is supported by the fact that future appointments should now be receiving text message reminders. (due to returning WIC clients appointments being on a 3 months schedule)

Future Plans

If funding permits, our agency would like to continue utilizing this service. If funding ceases the agency will seek other potential solutions.