

Three Rivers District Health Department



Quality Improvement Story Board

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PLAN

Problem Statement

Three Rivers' clinical and HANDS no-show rates are a common and costly problem. We believe by providing text message reminders for our clients we will reduce the incidence of no-shows and increase productivity and revenue.

Aim Statement

By implementing a text message reminder protocol throughout the agency, Three Rivers District Health Department will increase compliance with clinical and HANDS appointments by 15% by March 1, 2013.

Process Outline & Relevant Data

As of October 2012, the clinic no-show rate is at 30%. The Team Members have tested the text message reminder system with employees at TRDHD to ensure its reliability. Our Clinic staff are doing a survey for our target audience on their attitude towards text message reminders as well as the content of the standardized text message. We are also looking into a consent form that is HIPAA compliant that will provoke a text message reminder for the patient's next appointment.

Identify Potential Causes

In the past, TRDHD has utilized the "Auto-Dialer" phone reminder system. It has not been utilized in FY 11-12 or 12-13 due to its non-compliance with HIPAA. Therefore, TRDHD clients and patients forget about their scheduled appointments, which can be made up to three months in advance.

Identify Potential Solutions

TRDHD seeks to resolve this issue by creating and disseminating standard text messages that would be sent 24 hours prior to patients with appointments. This would include having patients agree to receiving text message reminders. Clinical support staff would be responsible for managing their clinic's text message reminder process.

Improvement Theory

By reminding patients of their upcoming appointment, no-show rates would decrease while productivity and revenue increased.

DO

Test the Theory

CHECK

Study the Results

ACT

Standardize or Develop New Theory

Future Plans

Our Home Health agency is currently creating a standard operating procedure for communication using mass text messages similar to the ones used for patients. This method of notification will allow all staff to be kept updated on daily patient status and appointments that may affect daily staff schedules. This will reduce non-billable visits, travel time, and improve employee productivity.