



Barren River District Health Department (BRDHD)
Eight Counties
District Office Bowling Green

Quality Improvement Story Board

Team Members:
 Director of Clinical Services
 Administrative Services Manager
 County Clinic Supervisors and Office Managers
 PIT Team



PLAN

Problem Statement

Using patient satisfaction surveys distributed through the eight county health centers making up the district, the patient show rate for clinic services was 50-60%. This was creating scheduling issues due to overbooking to accommodate “no-shows” resulting in available appointment times being weeks from the time the appointment was requested.

Aim Statement

The goal of this project is to increase show rates for clinic appointments from June to September 2013 by 20% using Same Day Scheduling (SDS).

Process Outline & Relevant Data

June 2013

- Collect base line data of appointment show rates from all eight counties.

July 2013

- Develop and release media adds for radio, TV, and through social media.
- The phone systems for all counties were programmed with the “Same Day Scheduling” message and instructions to navigate the system.

- Patient intake sheets were developed to collect information on wait times.
- Clinical Services Director and Administrative Services Manager met with staff from each health center and discussed specific plans of implementation.
- Implementation date was set for August 1st.

Identify Potential Causes

The cause of the poor show rate could be the result of many issues including transportation and appointments being made so far out in the future that they are forgotten.

Identify Potential Solutions

Using the SDS approach clients are able to call or come into the health department clinic and be seen that day.

Improvement Theory

The use of SDS would be more attractive to the population normally seen in the health clinics. This population tends to not rely on appointments and tends to “live in the moment”. This would also create more patient satisfaction because the clients would be able to receive a service when they felt it was needed.

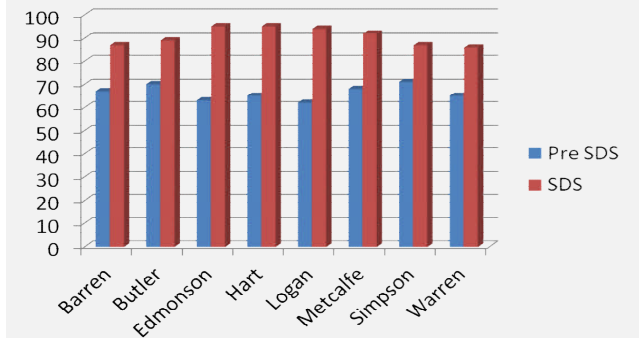
DO

Test the Theory

- In May our clinic program leaders participated in a learning session conducted by another health department that found SDS to be instrumental.
- A data collection tool was developed and beginning in June 2013 base line data of appointment show rates were collected on a weekly basis using survey monkey.
- In June health clinics stopped making August appointments for most services.
- In July the staff began educating the clients about the system change and media publications were done. SDS began August 1st.

CHECK

Study the Results



As a result of this scheduling change the average show rate for this two month period of August and September increased by approximately 32%

ACT

Standardize or Develop New Theory

All clinic sites within the Barren River District will continue with Same Day Scheduling except for the Warren County Clinic. Due to high demand for services and the large population of clients that are non English speaking, Warren County has not been able to accommodate the number of appointments needed on a daily basis with SDS.

Future Plans

Beginning November 1, Warren County will move to a combination of prescheduled appointments and open appointment slots for clients to walk in or call for an appointment that day. This process will continue to be evaluated and adjusted for maximum efficiency.