



# MENTAL HEALTH SERVICE CHANGE PROJECT PROFILE

Kennebec Behavioral Health

Augusta, Maine  
www.kbhmaine.org



Kennebec Behavioral Health is dedicated to improving the lives of children, adults, and families in Central Maine who experience mental illness, trauma, and emotional or behavioral problems. The Center provides a continuum of high quality, innovative, community-based prevention, education, treatment, and rehabilitation services.

## PROJECT TITLE

**EXECUTIVE SPONSOR:** Bob Long, M.S., LADC

**CHANGE LEADER:** Dennis Dix, Director of Access

---

**TEAM MEMBERS:** Barb Piotti, Director of Outpatient Mental Health  
Kathleen Friedrich, Substance Abuse Dual Diagnosis Department

---

**LOCATION:** Augusta Outpatient

---

**LEVEL OF CARE:** Outpatient Substance Abuse, Dual Diagnosis, or Mental Health

---

**POPULATION:** Adults and children

---

**AIM ADDRESSED:** Increase admissions

---

**START DATE:** October 1, 2007

---

**PROJECT STATUS:** Ongoing, sustained

## GOALS AND MEASURES

We tracked the number of people who called requesting service and the number who actually showed up for an assessment. Our baseline data indicated that we had a 70 percent show-rate for initial face-to-face assessments. We set a goal to increase that to 80 percent.

## CHANGES IMPLEMENTED

Our standard procedure was to make reminder calls the night before the scheduled appointment. We chose to add a second call on the morning of the appointment to see if that would increase our show rate—a client with a 2:00 p.m. appointment would get a call at 8:00 a.m. to check if they planned to come to the appointment. Volunteer undergraduate interns made these calls for us.

The first week of the change, the show rate increased to 86 percent rate. We continued to see an increase from baseline, except in the weeks around Thanksgiving, when we saw a return to the baseline. Client response was positive, as clients were impressed with our commitment to making sure they would make their appointments.

## BUSINESS CASE IMPACT

---

The Change Project had a positive impact on workforce development. Volunteer undergraduate student interns made the same-day phone calls, freeing up other staff to make more complex phone calls. These undergraduates are working toward certification as community mental health support workers and their volunteer experience provides them with exposure to our system. Their volunteer service provides us with a pool of potential future employees and also saves on training and recruitment costs.

## LESSONS LEARNED

---

- Same-day calls give an opportunity to prevent no shows and fill spots on our waiting list.
- Implementing one change uncovers other opportunities to improve access.

## SUSTAINABILITY PLANS

---

We will continue to make the same-day phone calls and track the impact of this change on our financial bottom line.

## CHANGE PROJECT DATA

---

