



CAB Health & Recovery Services, Inc.

Treatment Makes a difference; Recovery Makes a life.

Description of CAB Health & Recovery Services, Inc.

Founded in 1958, CAB Health & Recovery Services, Inc. is a leading drug treatment and prevention agency in northeastern Massachusetts and greater Boston.

Programs include inpatient, outpatient, residential, methadone and community outreach and education.

CAB Health & Recovery Services is part of Northeast Health Systems.

Change Team Members at CAB Health & Recovery Services, Inc.



Bill Carrick, RN, Change Leader.

- **Bill Carrick, RN, Program Manager, Boston Treatment Center (change leader)**
- **Michael Levy, Ph.D., Director of Clinical Treatment services**
- **Erika Johnson, Reception/admission**
- **Tamara Montgomery**

Reducing No-Show Rates at our Boston Detox Program

Perceived problems:

There was a steady no-show rate at the Boston Treatment Center, a 35-bed, urban detoxification center.

- Staff also noticed a lag-time between the client's first call and his or her arrival at the facility.

Aims:

To decrease no-show rates at our Boston Treatment Center (detox) program.

- To address delays between initial call and arrival for admissions.

Measures:

- ✓ We measured the actual no-show rate for clients who called in and booked for admission.
- ✓ Also measured the time between when they called to book and when they actually arrived at the program.

Change I

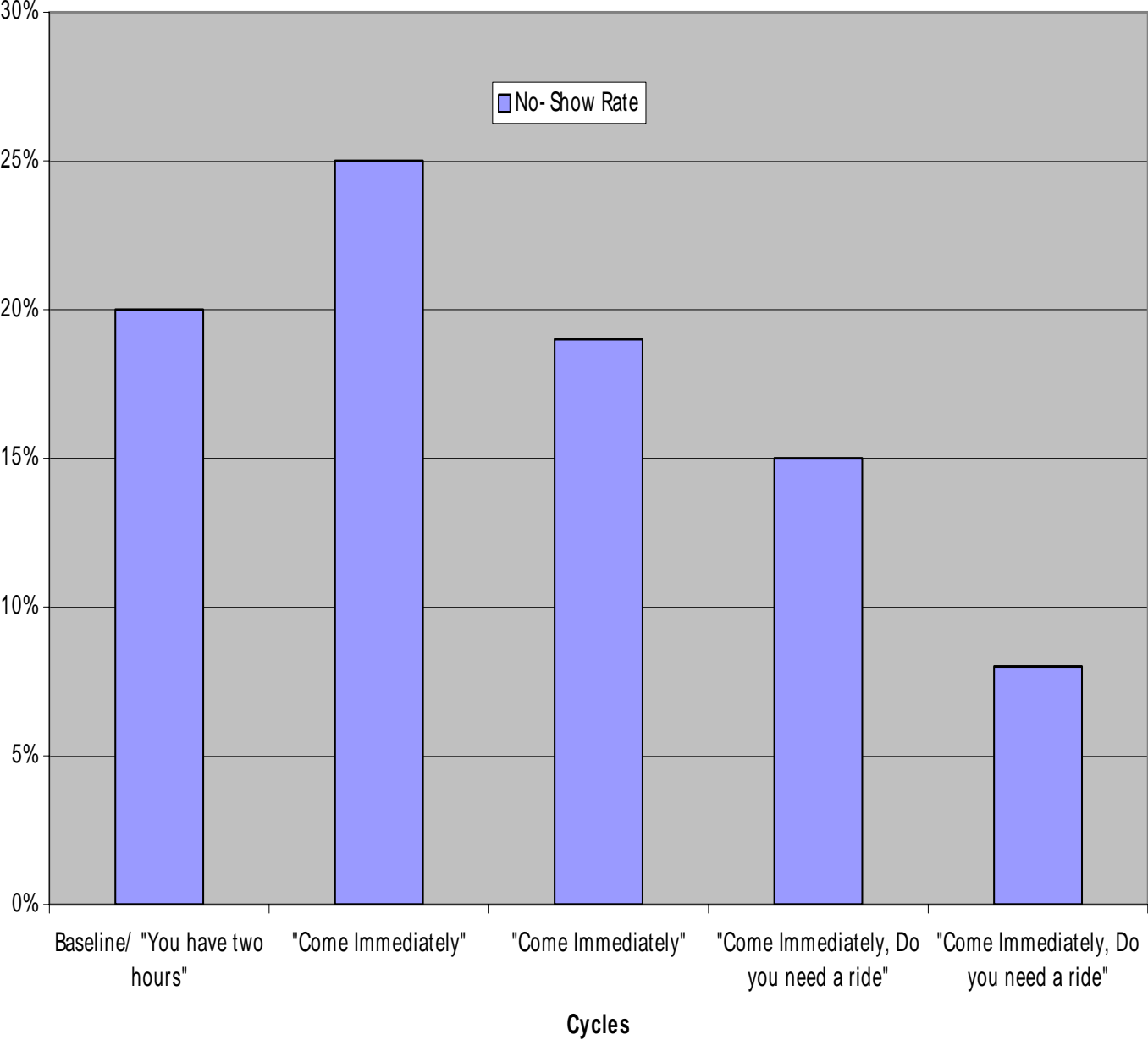
- **When potential clients called in we used to say, “come in within two hours.”**
- **We changed our reception telephone script so that all clients were told, “come in as soon as you can.”**

Impact I

Telling clients to come “as soon as possible” shortened the length of time to admission, but it did not impact no-show rates.

	# clients	#no shows	% no shows	Admits via phone intake	Total mins. To clinic	Avg. mins. To clinic
Week 1 ‘come in within 2 hours.	75	15	20%	60	9065	151.0833
Week 2 ‘come in immediately’	73	18	25%	55	5635	102.4545

CAB Boston Detox No-Show Rate for Admissions



Change II

- **After discussion, staff suggested that transportation was a significant barrier.**
- **Amended phone script to include, “how are you going to get here?”**
- **For confused, unsure or no-transportation clients, we began offering a ride within the greater Boston area.**

Impact II

The *offer* of transportation did decrease the no-show rate.

Week Ending	# Clients	# No Shows	% No Shows
12/9/04	75	15	20%
12/16/04	73	18	25%
12/23 & 12/30/04	64	12	19%
2/22/04	59	9	15%
2/29/04	80	6	8%

Unexpected Challenges/Unanticipated Successes

- **Without actually providing the transportation, the no-show rate decreased just by discussing this with client and expressing that concern.**
- **Narrowing the call-to-arrival time did not impact no-shows.**

Future Goals

Continue to focus on no-show rates and to develop other PDSA projects toward this aim.
A PDSA focus on treatment continuation.