

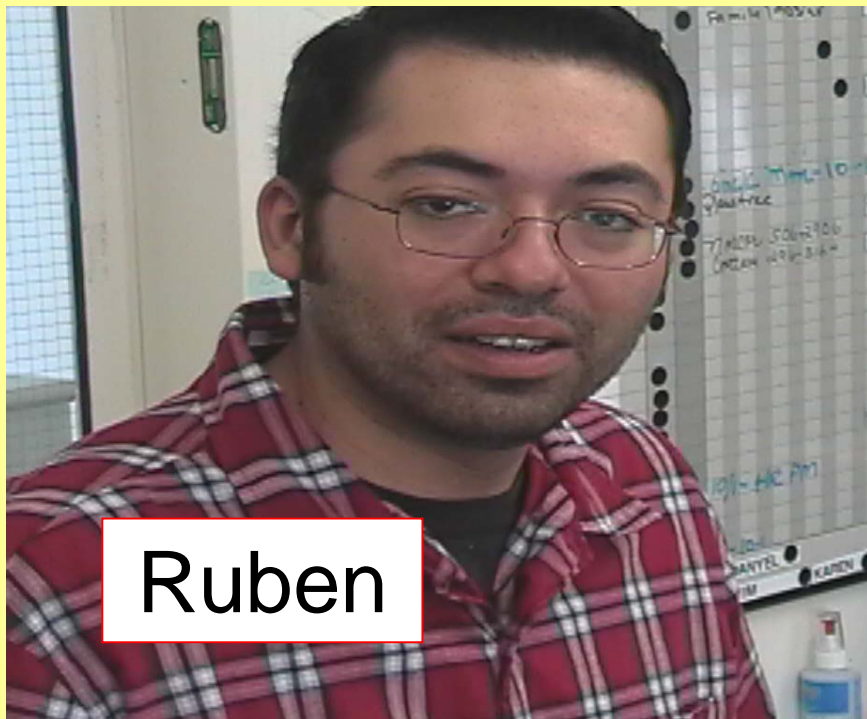


The Executive Sponsor

Sharon Guidera



Our Change Team members present at the Learning Collaborative



Dave's looking for change...



The Waiting Room Change Event

- This is an example of a change that occurred without formal planning.
- It happened spontaneously, following the fall Learning Collaborative, and it was sparked by the successful renovation completed by our STAR partners to the north.
- The key people involved included clinicians, the consulting psychiatrist, and support staff.

The after pix



Customer comments

Susan Ross and Delia Magana reported immediate results as far as comments from clients and they began documenting these results

Customer comments

Date	Yes	No	Undecided	Comments
11/4	4			General comments, more comfortable, nice, like the softer lighting, plants are nice. (Comments from both men and women)
11/5	2			
11/5			1	Unsure, has to get used to it, but thinks she will like it
11/6	1			Client smiled as she spoke, unusual for her to show any positive pleasure at anything, Usually she is very impatient in the waiting room, can't sit still. She did not wait to be asked to have a seat while I got the answer to her questions, she just turned and looked at the amaryllis, too and smiled broadly as she looked at it and sat and patiently waited until I got the answer for her.
11/6	1			Plants look nice
11/6	1			WOW!- Thought he was in the wrong place for a min.- nice
11/6	1			Way Cool!!!.. more friendly, used to be official.
11/6				Client said it felt safe. Asked to come in early for appointments to read. Feels safe here.
11/7	1			Really liked the amaryllis.
11/13	1			Looks nice, who fixed it up. They did a good job. Especially like the curtains (she went over to feel them as she left). So friendly and comfortable.

Current change process

Aim: To reduce the wait time from first contact to assessment

Flow chart

Customer calls in



Receptionist answers call and gets data for Initial Screening form. Passes info to screener/clinician



Clinician screens call for acuity and eligibility



Schedule appointment with therapist for 2 hour psychosocial assess.

Intervention:
Schedule first clinical appt. for a 30 minute brief assess.

