

AXIS 1 CENTER OF BARNWELL

Barnwell, South Carolina

Services Offered

- ❖ **Outpatient Treatment Levels .05 & I**
 - ◆ **Adolescent and Adult**
 - **Community Based**
 - **School Based**
 - **Employee Assistance**
 - **Alcohol and Drug Safety Action Program**
- ❖ **Prevention Services**
 - ◆ **Alcohol, Tobacco and Other Drugs**
 - **Governor's Cooperative Agreement for Prevention (GCAP)**
 - **Merchant Alcohol and Tobacco Training**
 - ◆ **Teen Pregnancy**
 - ◆ **Faithworks**
- ❖ **Community Based Outreach (CBO)**
- ❖ **Communities in Schools (CIS)**
- ❖ **Thrift Store**
- ❖ **Food Bank**
- ❖ **HelpLine**

AIM ADDRESSED

Reduce waiting time from first request to assessment.

☹️ Problem

✧ Took an average of 12 days to get an appointment for an assessment from first request.

✧ No - Show rate averaged 60%.

😊 Measure

✧ Reduced Days

✧ Decreased No - Show Rate

CHANGES MADE

1. Moved personal questions from initial contact to intake. (9/18/03)
2. Began double booking all assessment appointments. (11/4/03)
3. Began treatment on demand on Tuesdays from 1pm – 3pm. (11/4/03)
4. Began to ask clients if they have barriers to keeping the appointment. (11/25/03)
5. Continued to call the client the day before the appointment.
6. Hired a Case Manager to contact No Shows to encourage them to make another appointment. (2/2/04)
7. Met with transportation provider to improve client access. (2/11/04)

ALL CHANGES HAVE BEEN SUSTAINED

KEY EVENTS

👉 Unexpected Challenge

➤ Flow of information (at times the way changes were discussed in Change Team were not always the way the change got implemented)

👍 Unanticipated Successes

➤ Decreased time on the phone and sending letters to clients

➤ Increased staff productivity

➤ Decreased client and staff frustration due to the processes.

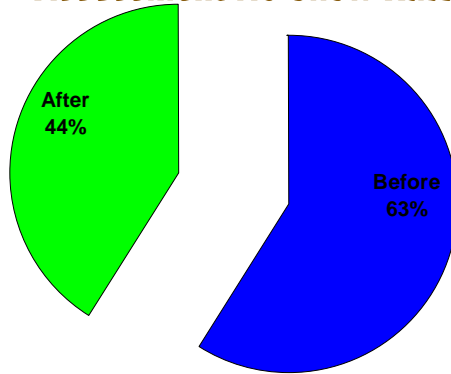
Client quote: **"It feels so good to know that someone cares"**

Staff quote: **"I'm glad they finally know we care."**

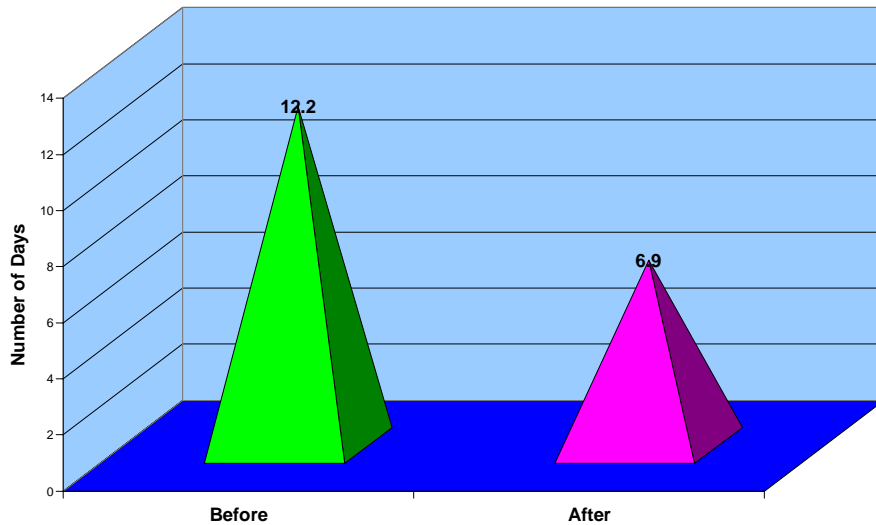
➤ Began to flow chart all changes during the Change Team meeting, so implementation would occur as planned.

RESULTS

Assessment NO Show Rates



Days Between First Request and Assessment



FUTURE PLANS

- Reduce the time between initial contact and first treatment event
- Reduce overall no show rate
- Increase Continuation
- Incorporate changes into adolescent services