



Axis I Center of Barnwell

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Aim Addressed

- ❖ To increase the percentage of clients who return for the first treatment session after the Intake/Assessment process.
- ❖ Problem:
 - Intake was taking twice as long as it should, due to clients wanting to vent to clerical.
 - Clients were feeling depersonalized due to not being able to vent during the intake process.
 - Clients were not returning for the first treatment session.



Change Made

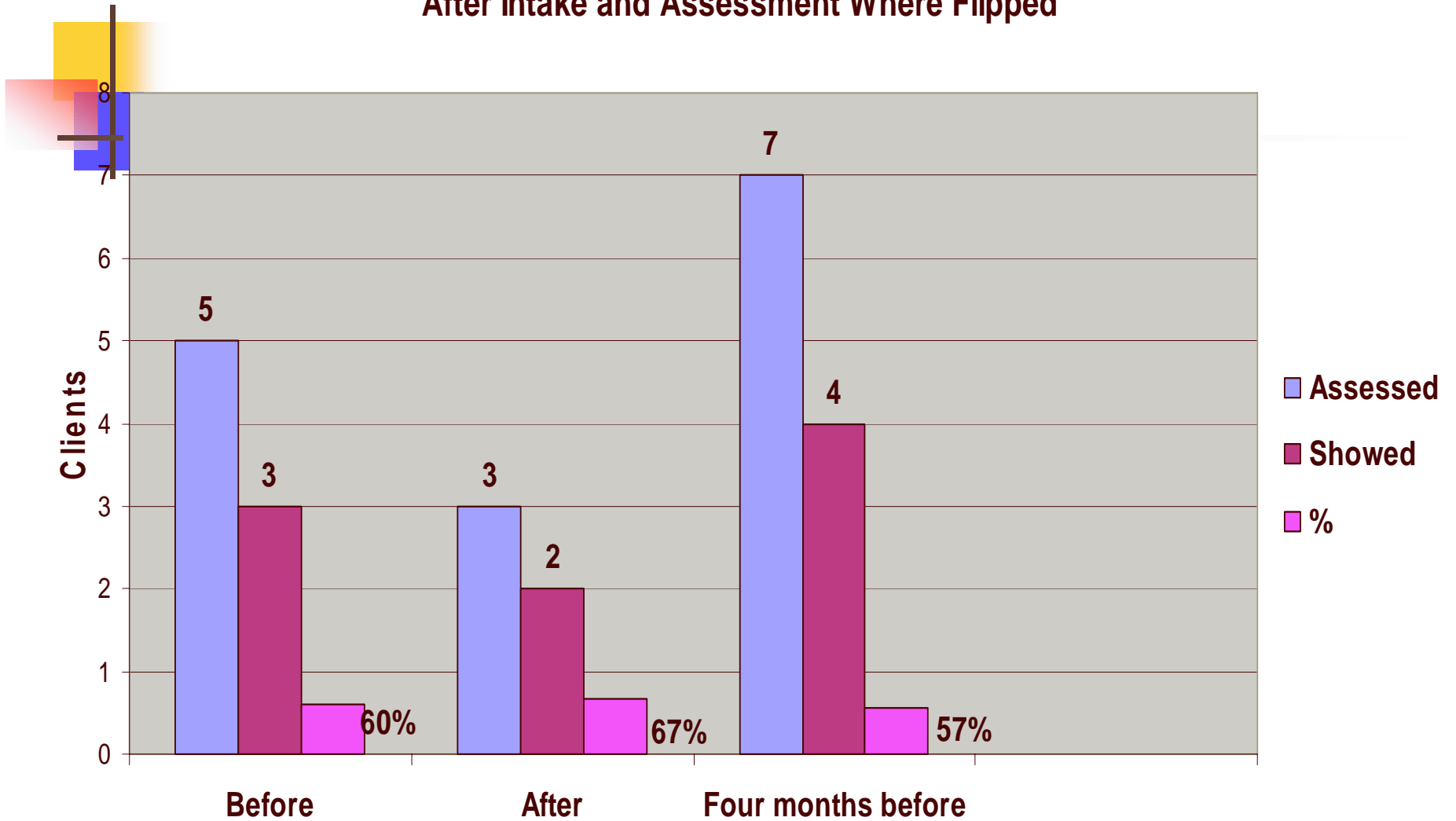
- ❖ The Intake/Assessment process was flipped to Assessment/Intake (the assessment is now done before the intake).



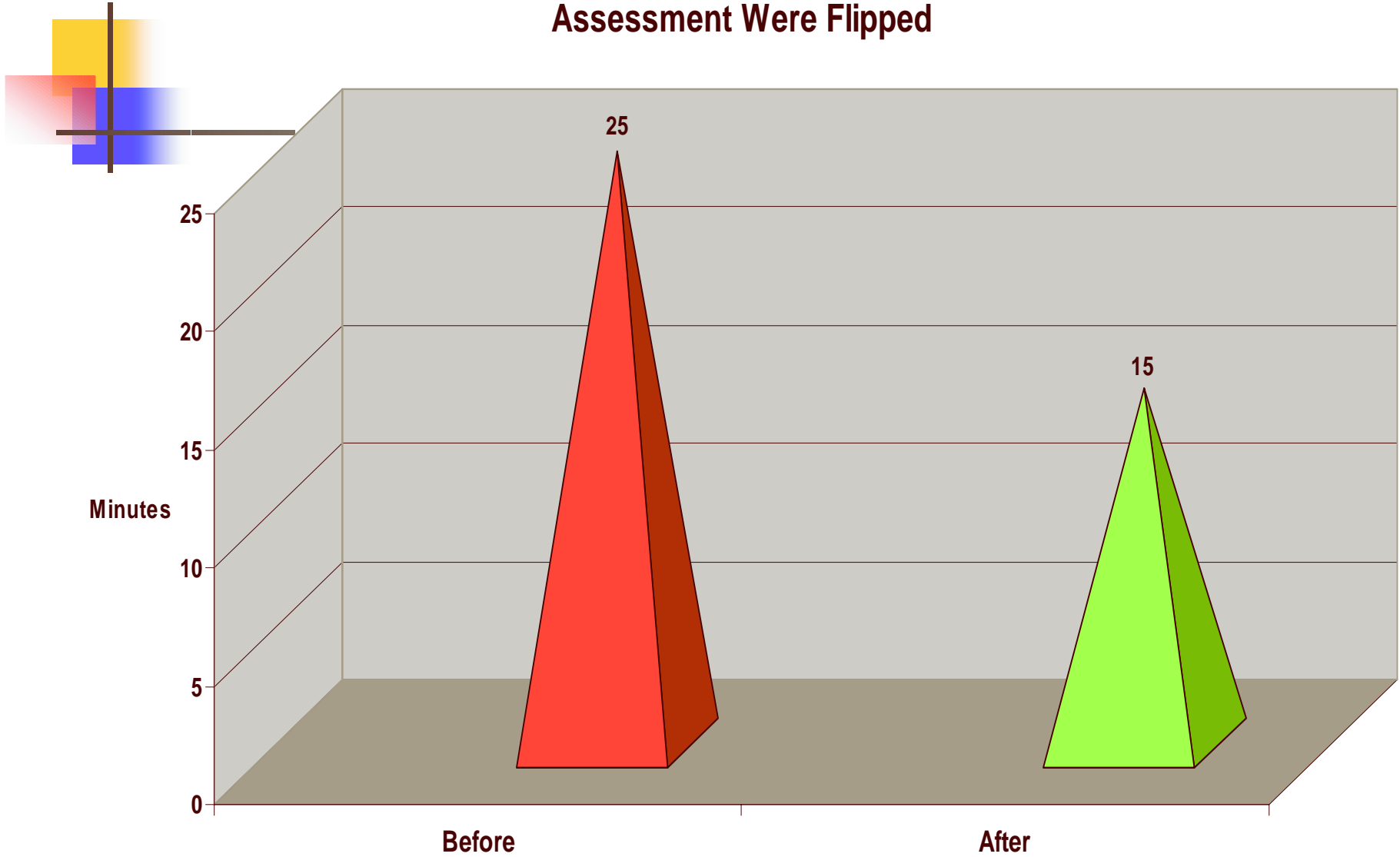
Key Event

- ❖ Change team met with the Clerical and Clinical staffs. Discussed the % of no shows for first treatment session. Brain stormed the problem and solution. Decided on the change to make and how it would work.
- ❖ Clerical time doing intake decreased by 10 minutes. This was the second change that decreased Clerical time, saving them 13.5 minutes per client during initial contact and intake.

No Show Rates For First Treatment Session In Ten Day Periods Before and After Intake and Assessment Where Flipped



Time Intake Takes In A Ten Day Period Before and After Intake and Assessment Were Flipped





Future Plans

- ❖ Decrease the time between initial contact and assessment.
- ❖ Increase the number of clients who show for their first treatment appointment.



What Worked In The Past

- ❖ Double Booking
- ❖ Our First Change In The Full Proposal.
 - Service on demand with a Case Manager who could determine the urgency of the request and case manage the client until an assessment was completed.