

Sinnissippi Centers, Inc.

Dixon, Illinois



Initial Assessment Show/Failure Rate

- The Problem
 - Clinical staff not meeting productivity rates.
 - Data Mining reveals average assessment failure rate of 35%.
 - Some staff up to 50% for initial assessment failures.
- The Process
 - Examine Initial appointment research.
 - Research indicates phone call before appointment decreases initial appointment failures.
 - Run pilot project involving phone calling.

Pilot Project

Step One:

- Clinicians Call
 - Scheduled clinician calls all scheduled assessments to introduce self and confirm appointment.
 - Determine Failure Rates
 - **CONSIDERATION:**
 - Higher Cost

Step Two

- Secretaries Call
 - Confirm appointment time.
 - Determine Failure Rates
 - **CONSIDERATION:**
 - Lower Cost than Clinicians calling
 - Calling could be centralized

Pilot Project

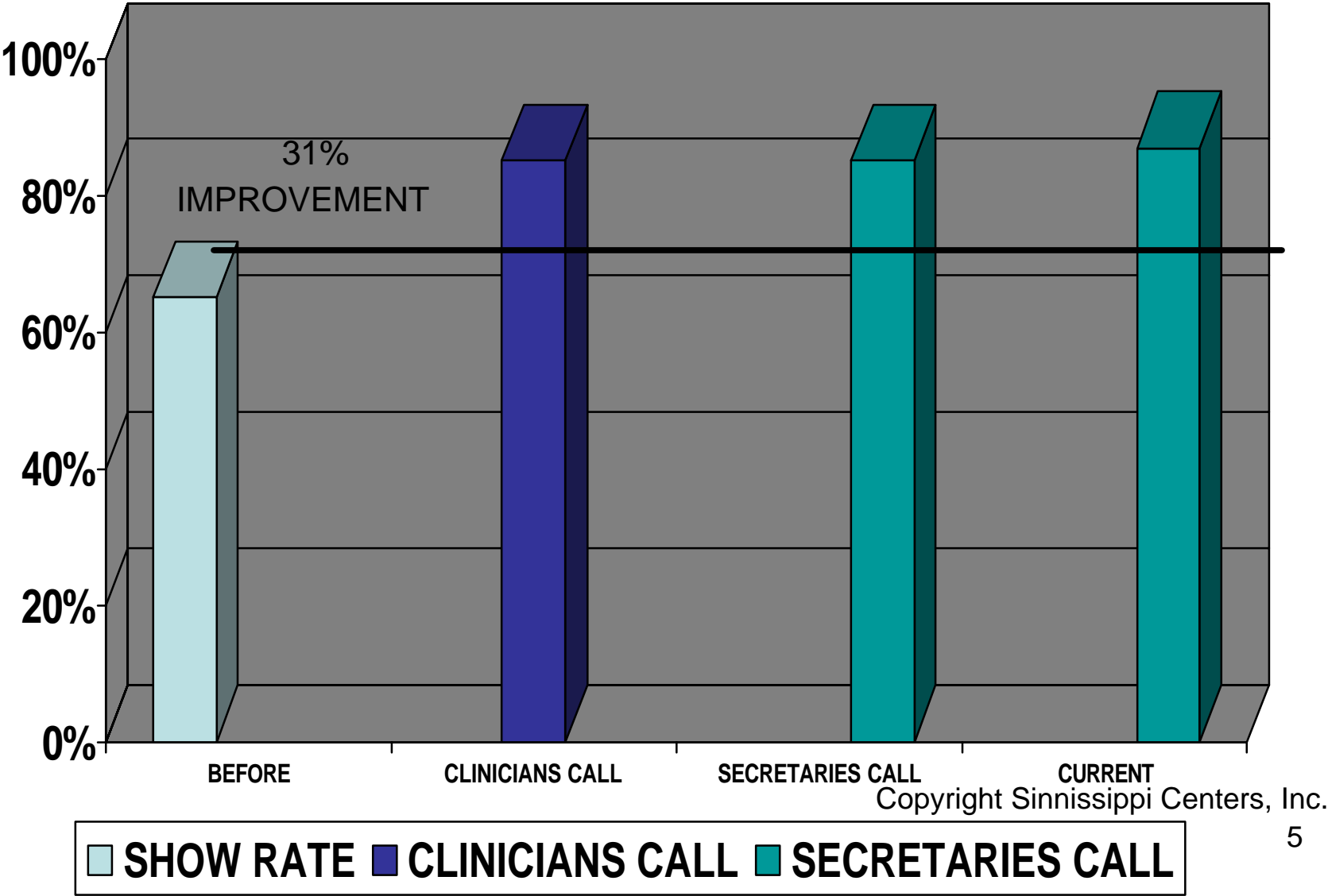
Step Three

- Use the method that produces the best results at the lowest cost throughout the agency.

Step Four

- Continue to monitor quarterly failure and show rates

RESULTS



Process Results

Celebration Point

- Scheduled initial appointments for intake and remaining at a 85% rate.
- Secretaries can do the reminder calling.
- Staff can better meet productivity rates.

Concern Point

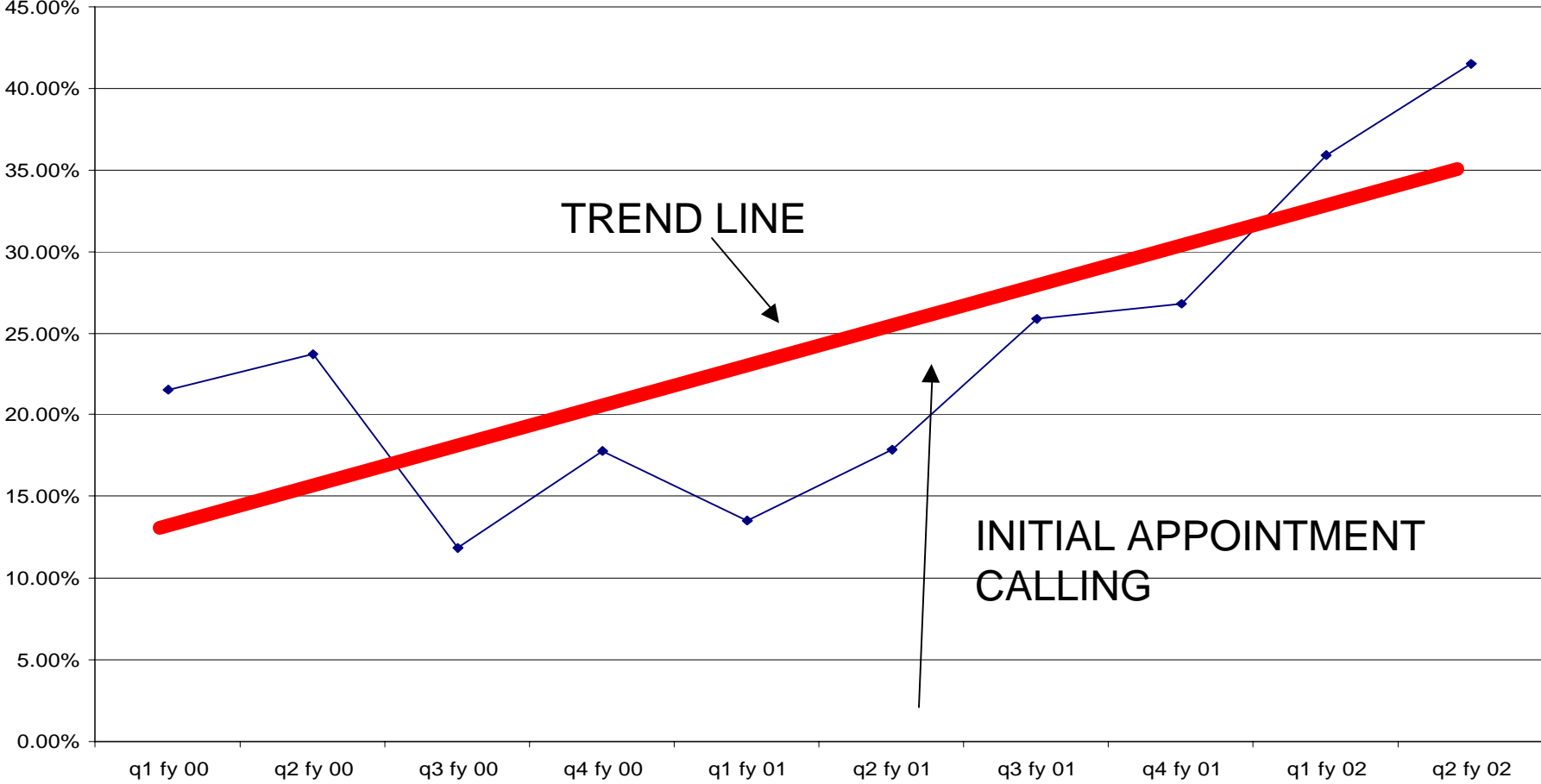
- Due to more intakes keeping appointments, clinicians schedules are full.
- More difficult to schedule clients for next appointment.

Improvement of Access Rate

- The Problem
 - The percent of exceptions to the Access Best Practice rate appeared to be increasing.
 - Agency Best Practice for access is three to five days from initial phone call requesting non-emergency service.
- The Philosophy behind the Standard
 - Agency Mission is to provide Quality, Coordinated and **Responsive** Service
 - Access outside of three to five days is not considered responsive and thus not meeting Agency Mission.
 - Three to five days response is monitored quarterly.

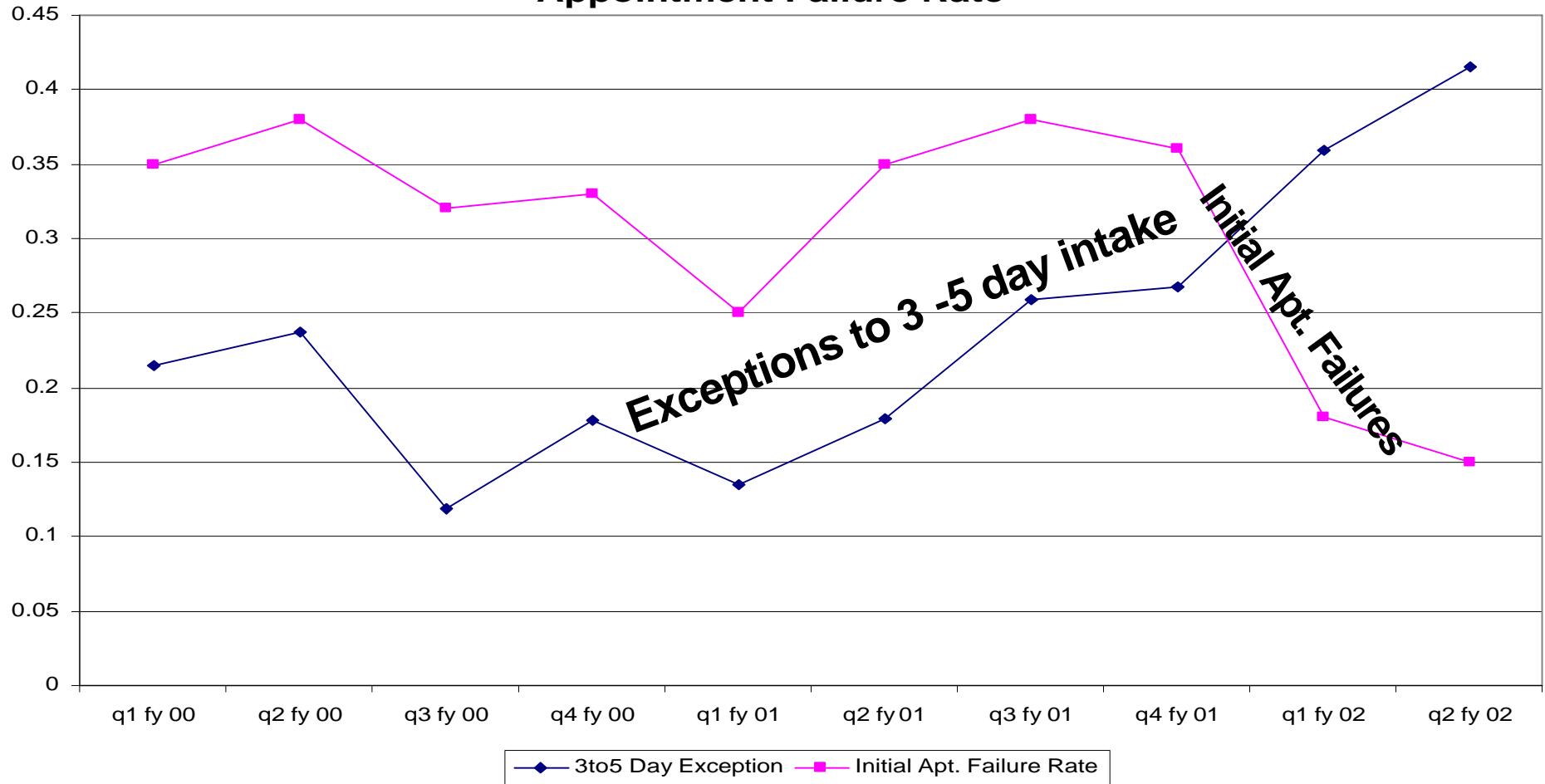
3 to 5 Day Exception Data

3to5 Day Exception Rate



Unintended consequence!

Three to Five Day Exception Rate compared with Initial Appointment Failure Rate



Correlation rate is between .05 and .02

Copyright Sinnissippi Centers, Inc.

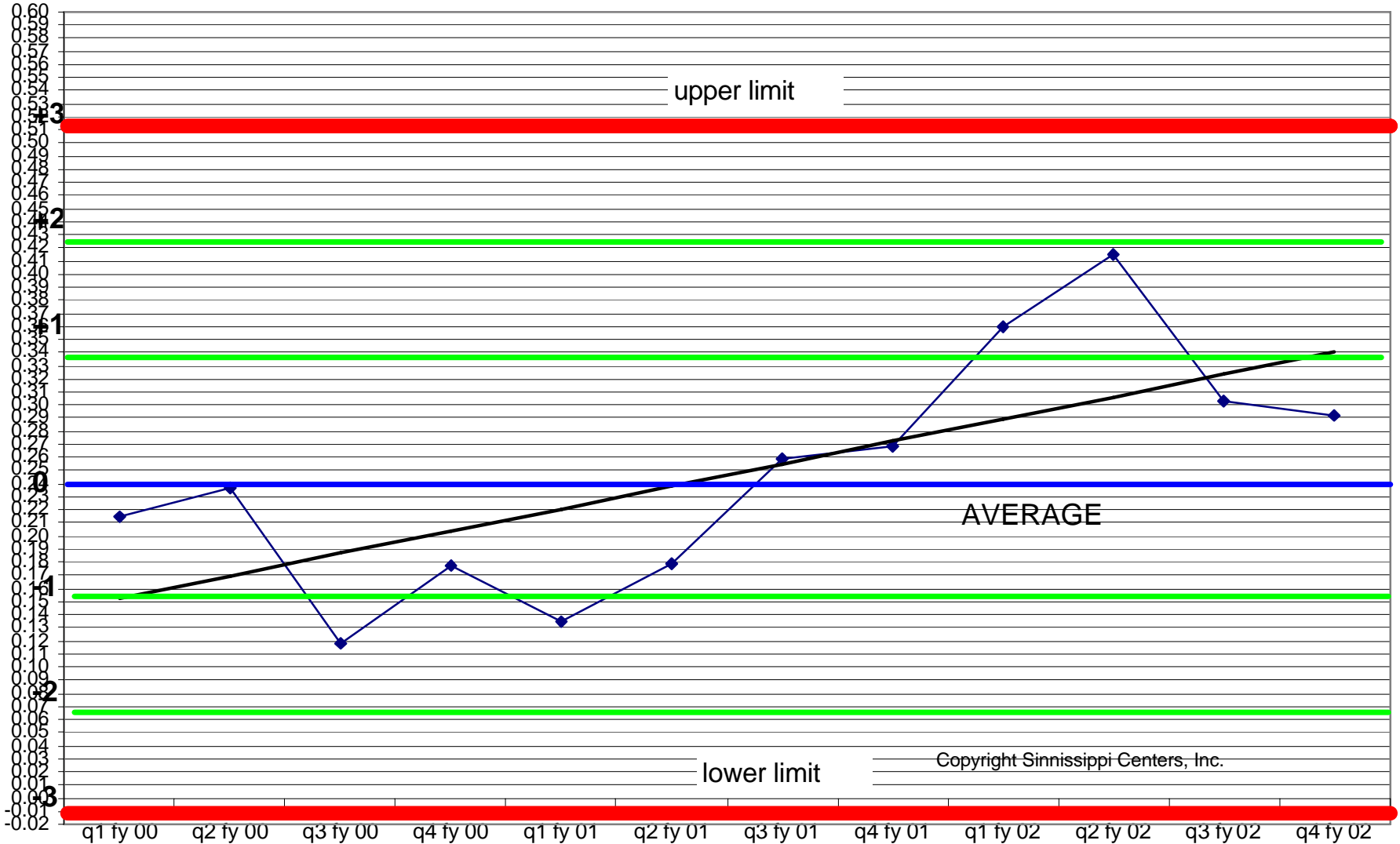
Correlations

- There appears to be a negative correlation between declining assessment failure rates and ability to meet three to five day admission standard.
- As admission failure rates declined, three to five day exceptions increased!

Using a Control Chart Gives You Even More Information to Make A Decision – Trend is over 2 standard deviations!

Three to Five Day % of Intake Exceptions

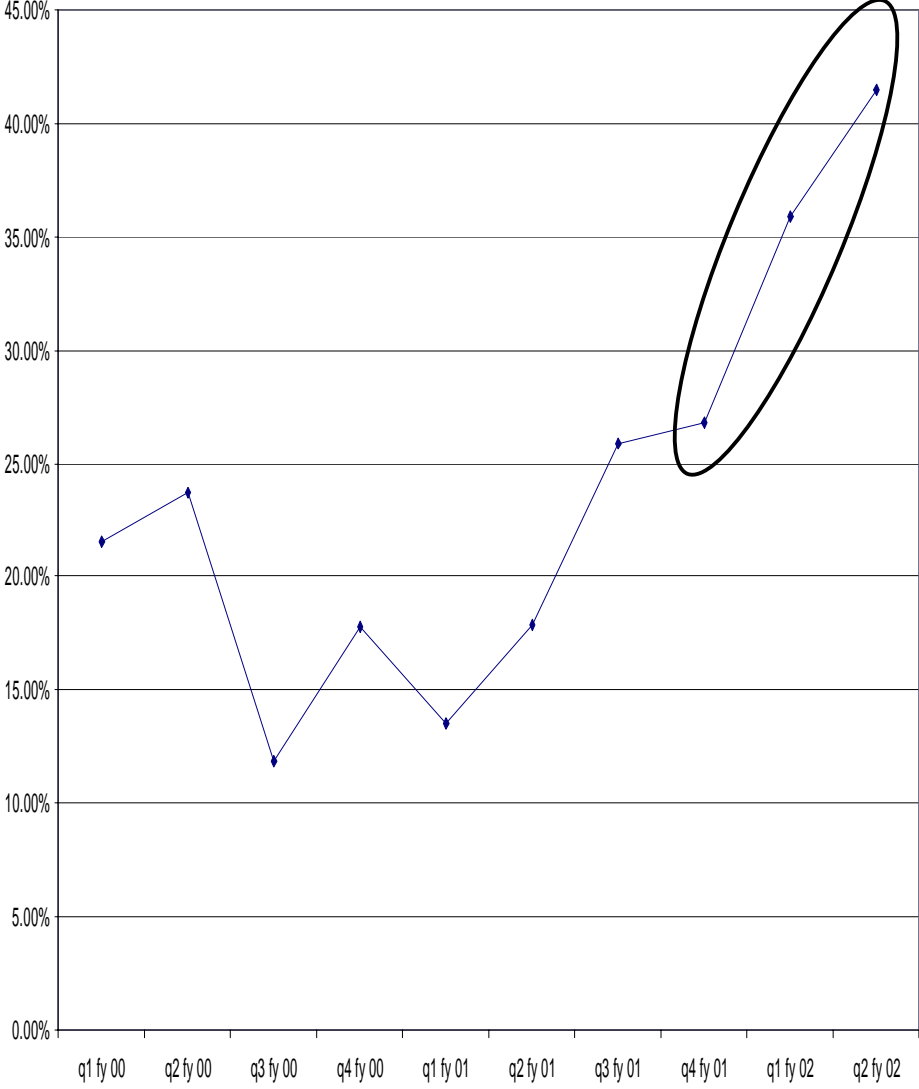
Same Data in a Control Chart



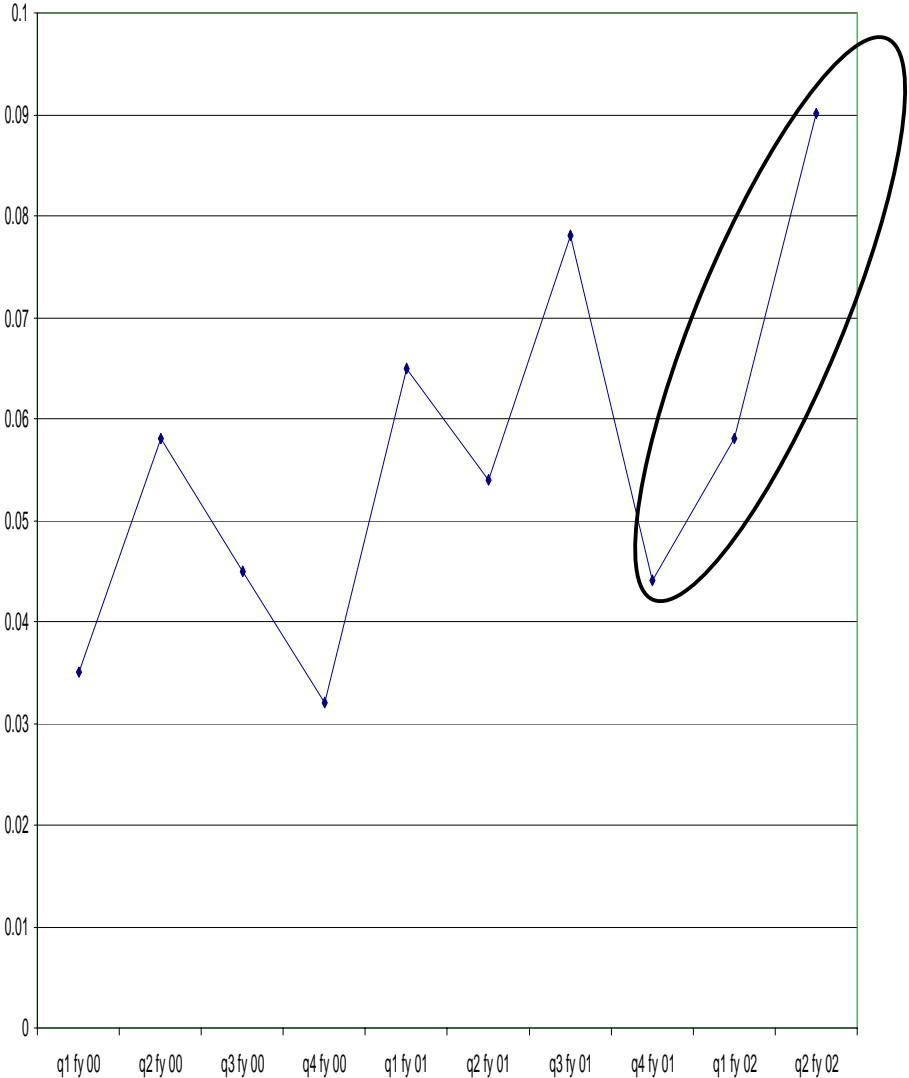
BUT.....

- What else was going on in the agency?
- What else could have been affecting the three to five day rate?
- What was the turn over rate of clinical staff?
- What are scheduling practices?
- **Process...**
 - Examine turn over rate in terms of three to five day exception rate.
 - Turn over rate is the number of staff that leave over the number of staff who stay during each quarter
 - Examine scheduling practices.

Three to five day Exception Rate



Turn Over Rate



Series1

There is a correlation between .05 and .10

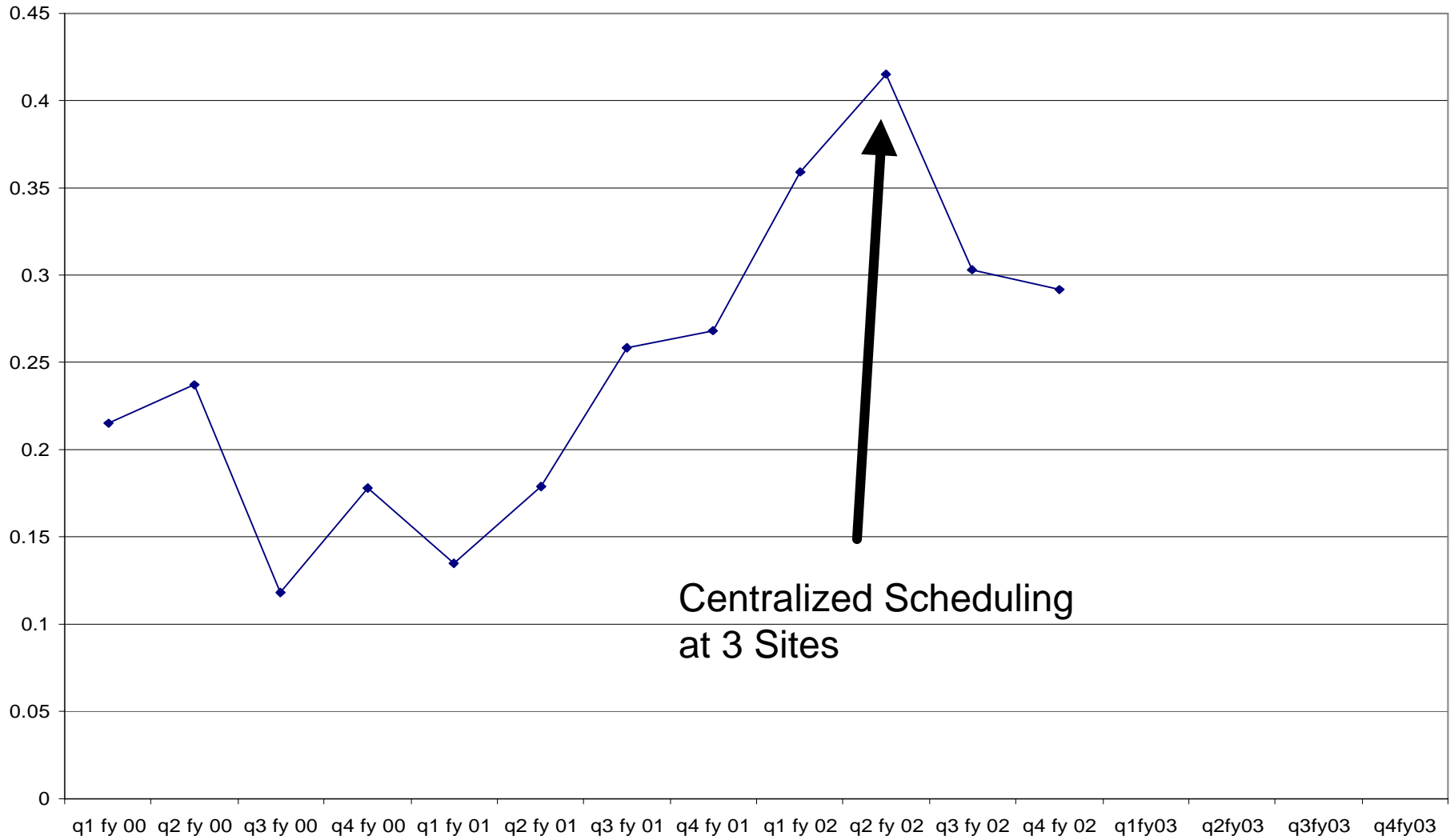
Problem Re-stated

- Correlation of three to five day exception and both
 - Decreased first appointment failure rate
 - Increased Staff Turn over rate
- Want to continue with low first appointment failure rate
- Difficult to effect staff turn over rate
- What can we change?

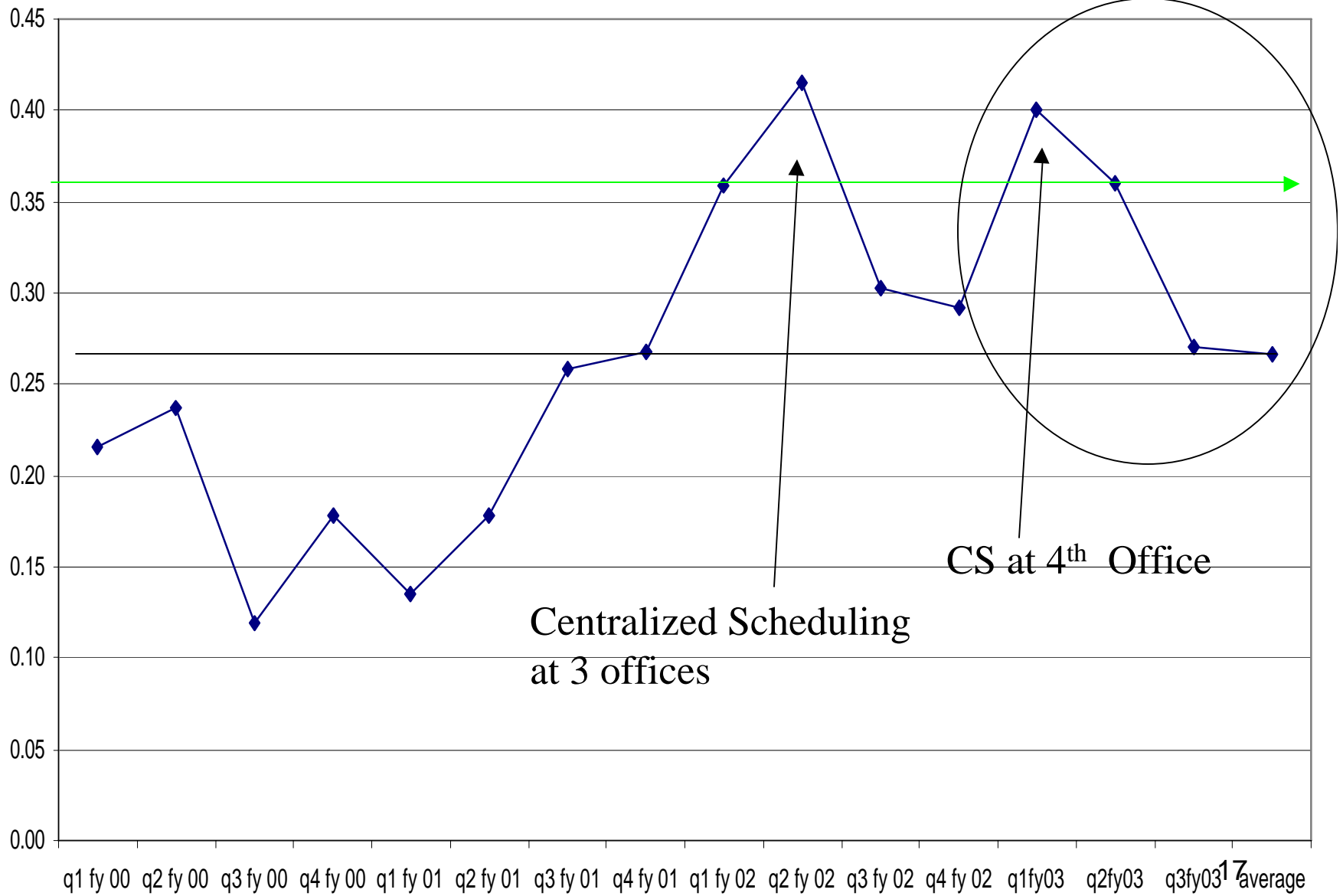
How appointments scheduled

- Analysis of Scheduling
 - Clinicians in most offices scheduling own appointments
 - What could we change?
- Centralized scheduling
 - Secretary schedules all appointments
 - In 3 offices
- Will this affect change?

Centralized Scheduling appears to be bringing the three to five day exception into line with agency standard.



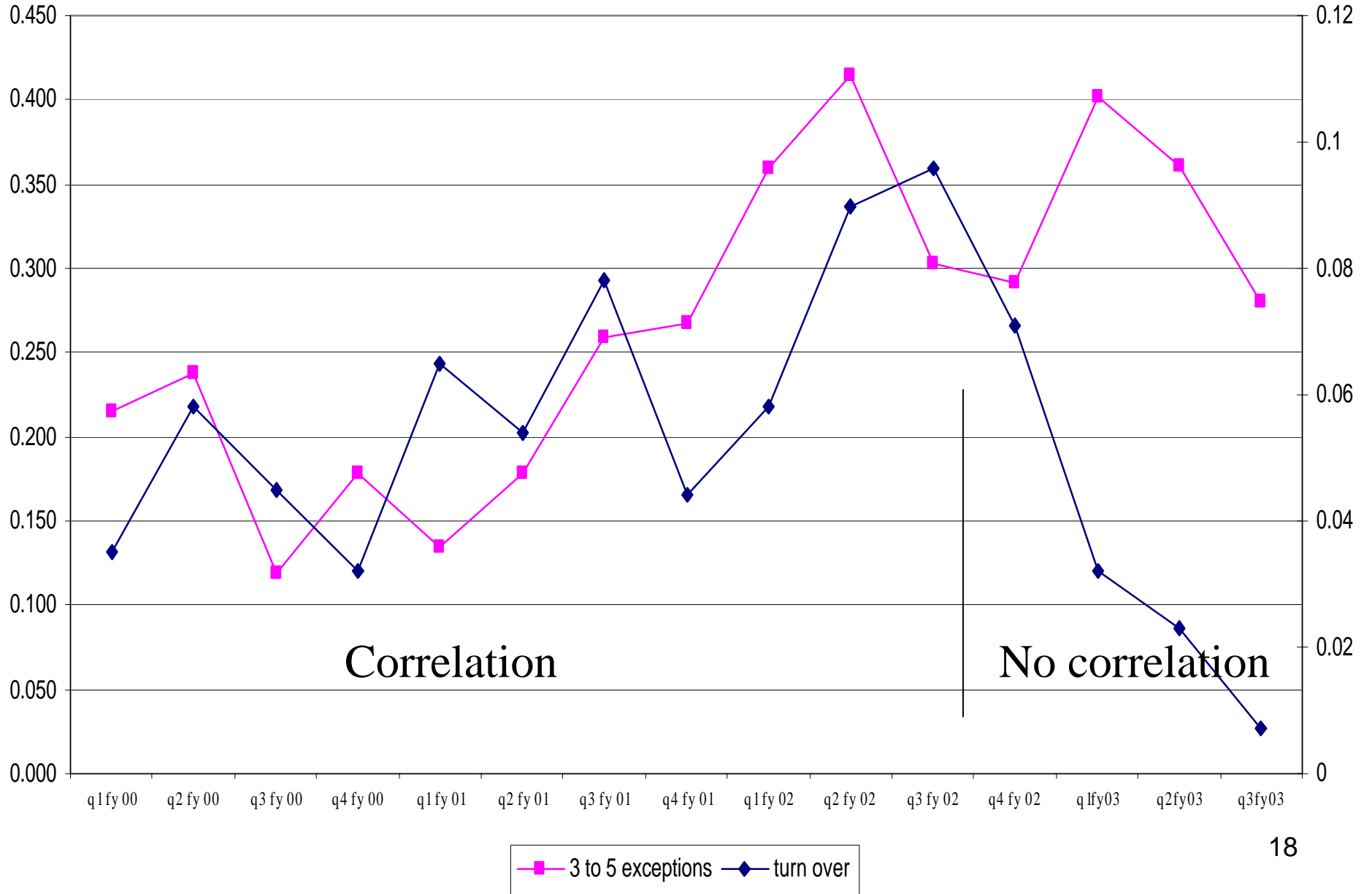
Exception (%) to 3 to 5 Day Assessment



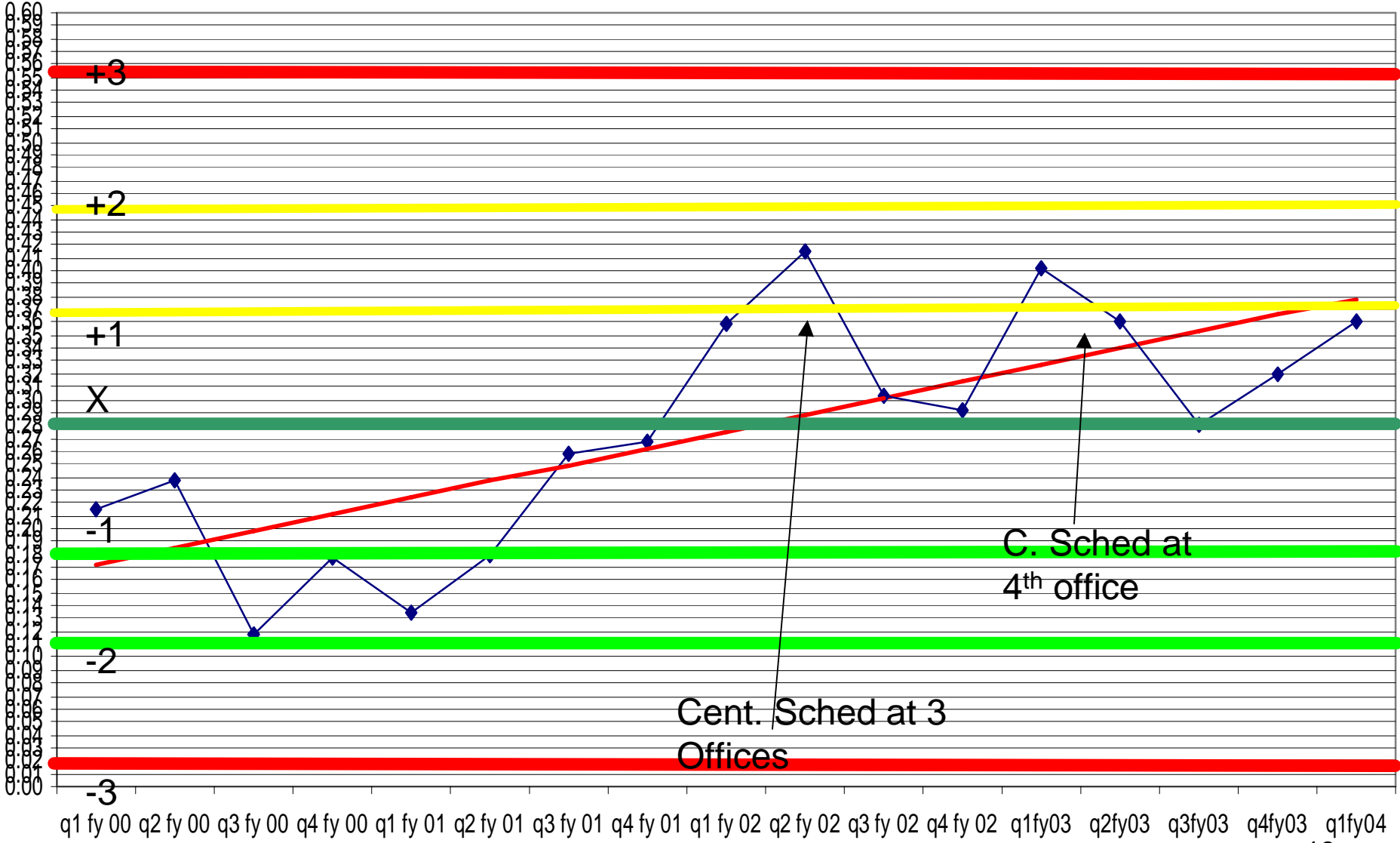
Turn Over and 3 to 5 Day Exception Cor.

Exceptions: 3 to
5 day in %

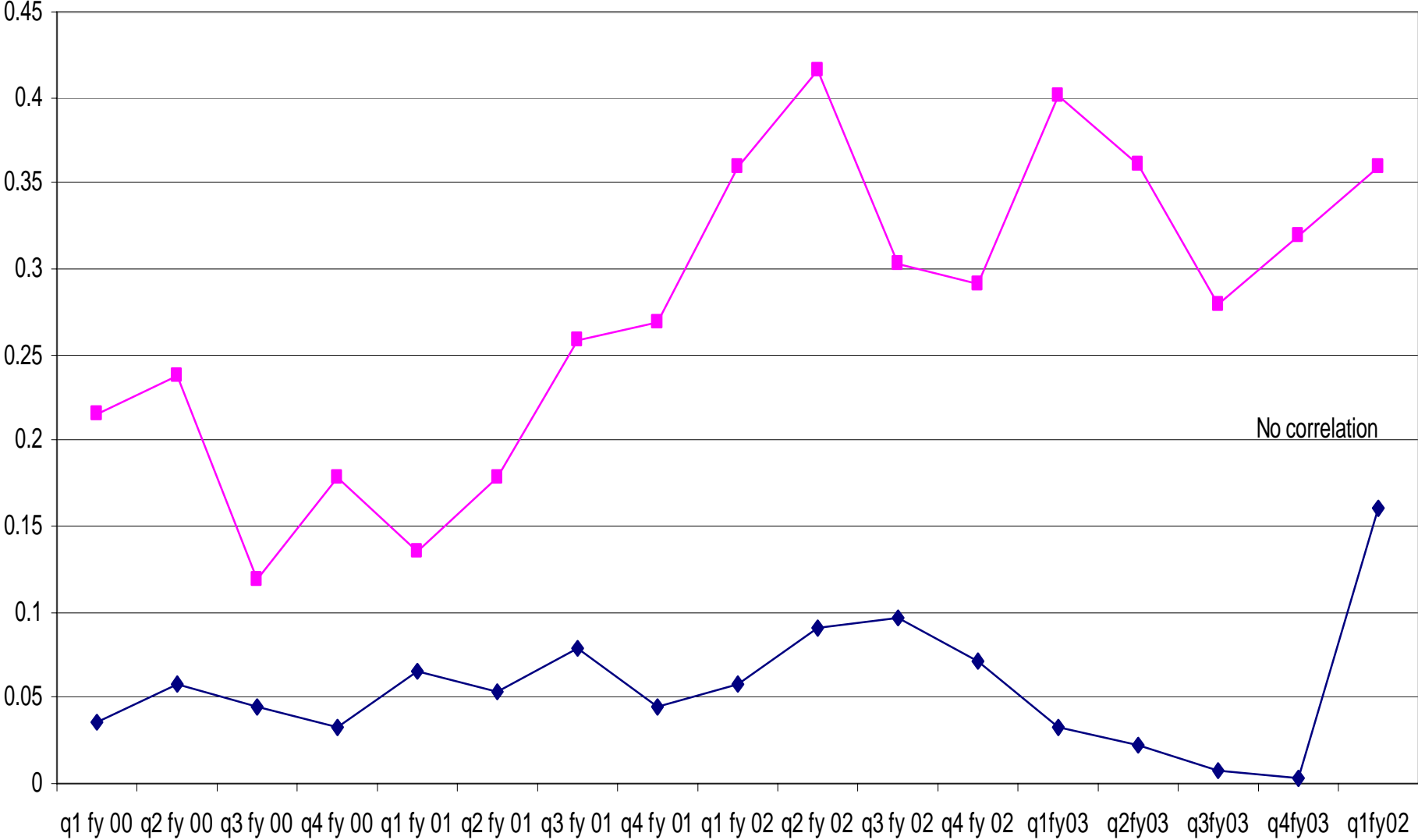
Turn Over Rate:
Exempt Direct



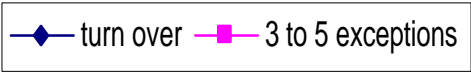
Rate of Exceptions to 3 to 5 day intake
Control Chart with Trend Line



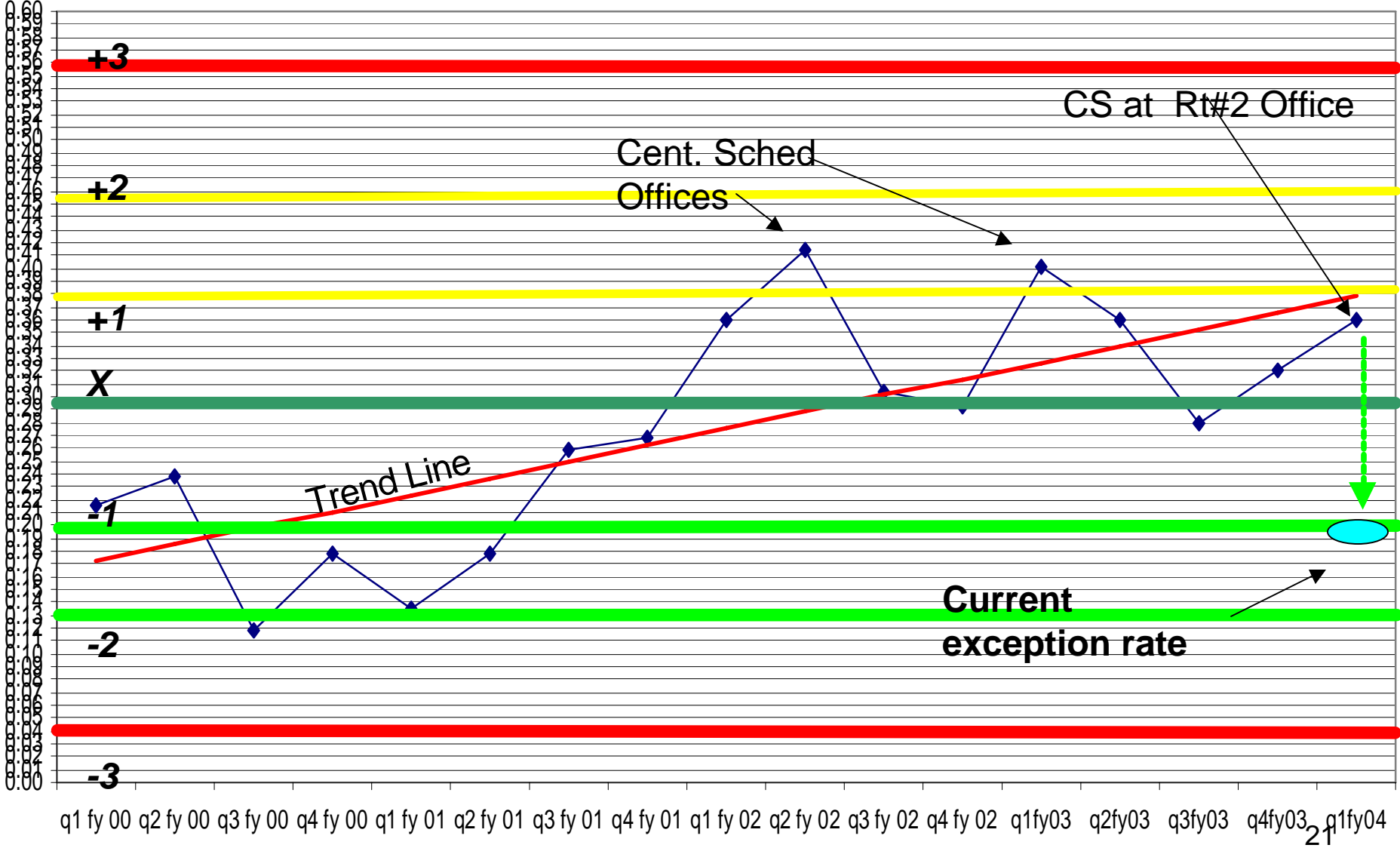
3 tp 5 exceptions and turn over rate



No correlation



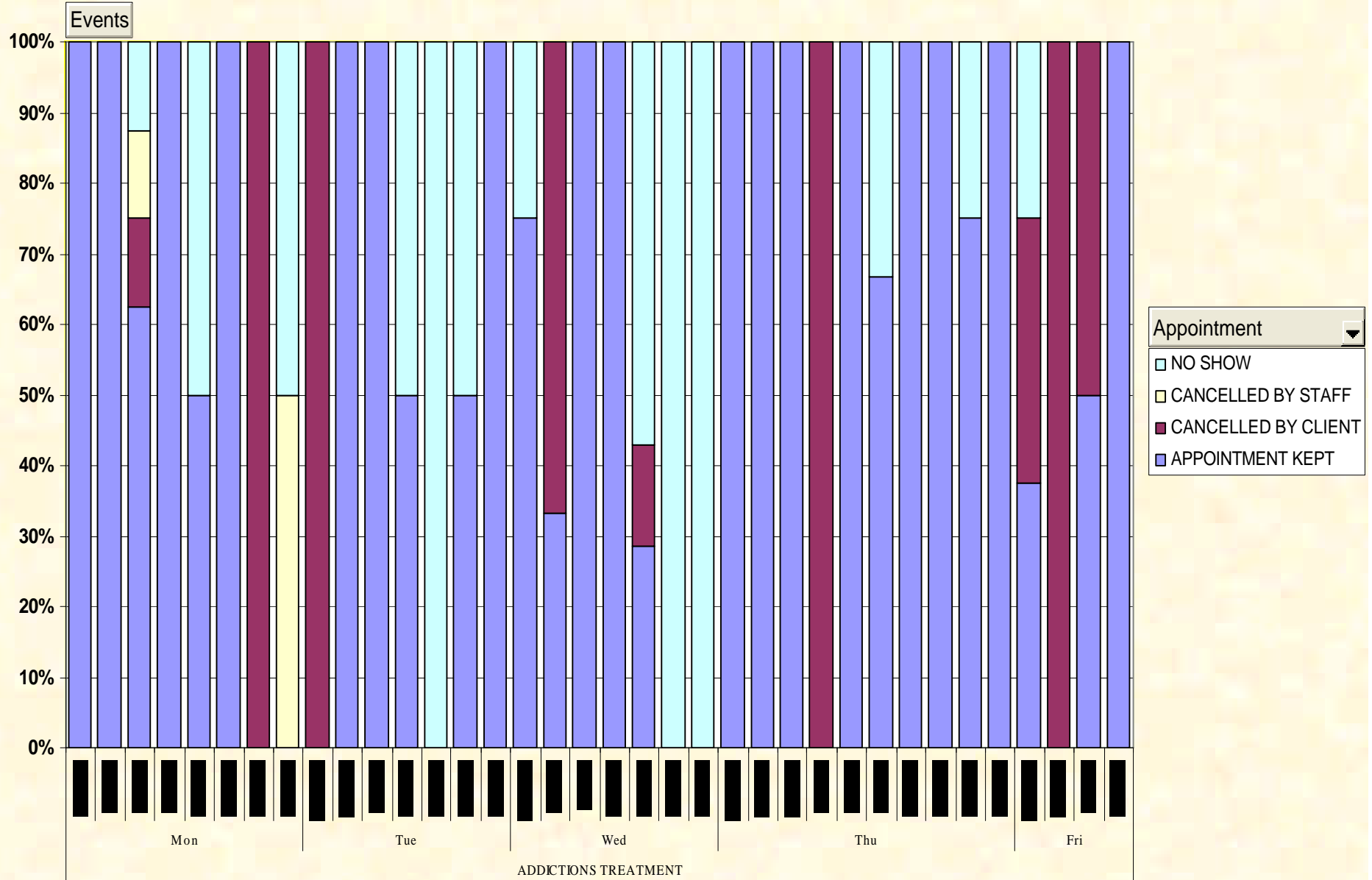
Rate of Exceptions to 3 to 5 day intake
Control Chart with Trend Line



Planned Interventions

- Looking at Appointment Load Patterns
 - Consumer Appointment Preference Survey
- Open & Centralized Scheduling Will Continue
 - De-Bugging still in process
 - Electronic Records for Documentation Reduction to open intake slots
- Suggestions are welcome!

SubUnit (All) MDCD (All) StaffName (All) Service ASSESSMENT/INTAKE Month (All) Unit RT2



DIV Day Start

Consumer Survey

- 1. When was this intake appointment scheduled? Day _____ Time _____
- 2. What day, if any, would have been better for you? _____
- 3. What time, if any, would have been better for you? _____