




# Organizational Learning Session TERROS

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Changes Made  
Lessons Learned  
Results Achieved  
Where we would like help



# Walk-Through Knowledge Which Led to Change

- ◆ Different expectations for assessment
- ◆ Selected change at point of scheduling rather than front office or clinician
- ◆ Began with “simple” change which would increase continuation rate and set expectations for assessment
- ◆ Through discussions with frontline people, made adjustments to the change

# Change: Communication at the Point of Scheduling

Eliminated unnecessary questions; focused on the 5 essentials:

1. What does the person need?
2. Set the expectations
3. Who will pay?
4. How will the person be reminded of the appointment?
5. How will the person get here?

# Lessons Learned

Value of:

- ◆ Engaging in a process of discovery
- ◆ Asking more focused questions about data and determining standardized methods of collection
- ◆ Involving frontline people in the change

# Results

- ◆ More consistent process at point of scheduling assessment
- ◆ People providing the service have a better understanding of STAR goals
- ◆ Streamlined and refined data collection process
- ◆ Increased continuation rate??

# We Would Like Help With:

- ◆ Ideas about how to manage urgent demands of present system while implementing the STAR project
- ◆ Identify what we are missing