Keep in Touch with Clients on the Waiting List

Problem

Clients on the waiting list sometimes cannot be reached or are no longer interested in entering treatment when a bed becomes available.

Solution

Keep in touch with clients on the waiting list to keep them engaged and to make sure that you know who will be ready to fill a bed when it becomes available.

Featured Stories

Perinatal Treatment Services in Seattle, Washington eliminated no-shows for admissions appointments (from 43 percent) and increased the occupancy rate to more than 97 percent consistently, by asking clients on the waiting list to call daily or at least weekly, so they would know who would be ready to begin treatment when the next bed opened up. They also offered informational tours to clients on the waiting list.

NIATx Aims
Reduce waiting time
✔Reduce no-shows
Increase continuation
Increase admissions

Financial Impact
✔Increase revenue
✔Increase staff retention
Reduce costs

Lessons Learned

- Have clients on the waiting list call in at least once a week to check in, find out how they're doing and to ensure that you have good contact information to let them know when a bed becomes available.

Tracking Measures

Cycle Measure	Data Collection Form
No-show rate for admission appointments	No-show Tracking Spreadsheet

Action Steps

Plan	1.	Collect baseline data to track the no-show rate for admission appointments.
Do	2.	For the next four weeks, ask clients on the waiting list to call weekly to check in and update contact information.
	3.	Track and calculate the no-show rate for admission appointments.
Study	4.	Check the fidelity of the change. Was the change implemented as planned?
	5.	Evaluate the change:

- Did the no-show rate increase?
- Did the occupancy rate increase?

Act	6.	Adjust the timing and check-in questions and re-test this promising practice

for an additional two weeks.

Repeat this series of steps until all clients on the waiting list check in weekly.

Related Promising Practices

- [Offer Help While on the Waiting List](#)