



# A TERROS Journey

through a Turning Point to  
the First Big Change

that ensured Compliance  
to the Second Big Change  
that moved us to real improvement.



# TERRROS: The Turning Point was..

A visit from fellow grantees—Wow!

We Learned:

- The ‘paper and pencil’ technique
- How to use before & after data
- And the result of this was ***“Next Day Appointments”*** retrospectively became our first major change





## ***“Next Day Appointments”***

### **What are we trying to accomplish?**

- Achieve compliance with access to care standard
- The AIM: Reduce Wait Time

### **What can we do to accomplish this?**

- Offer a next day appointment to all new clients;
- If this is not acceptable, offer whatever is *next available in the scheduler*;

### **How will we know what we did was an improvement?**

- There will be a reduction in the number of clients who exceed the access to care criteria.

**Note: this change insured compliance**



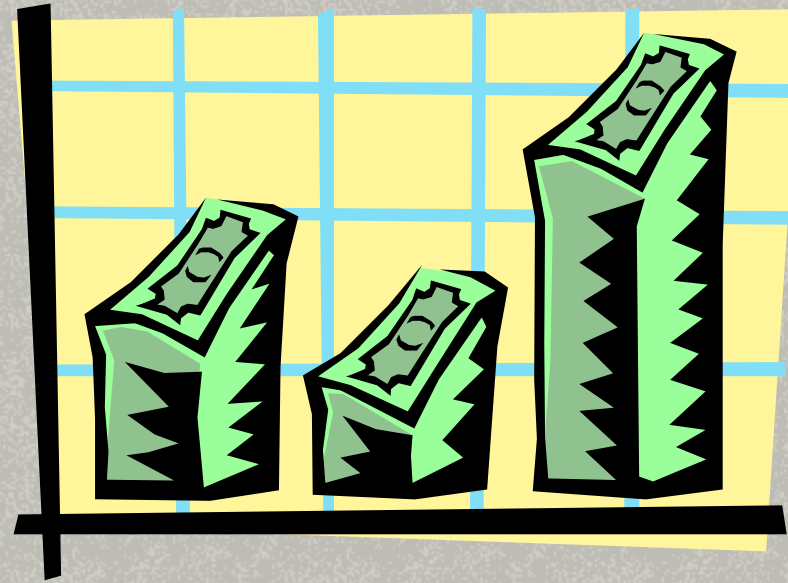
# Results of Next Day Appointments

## ■ Positive

- Almost immediate compliance with 7 day access to care standard
- Clients showing up!

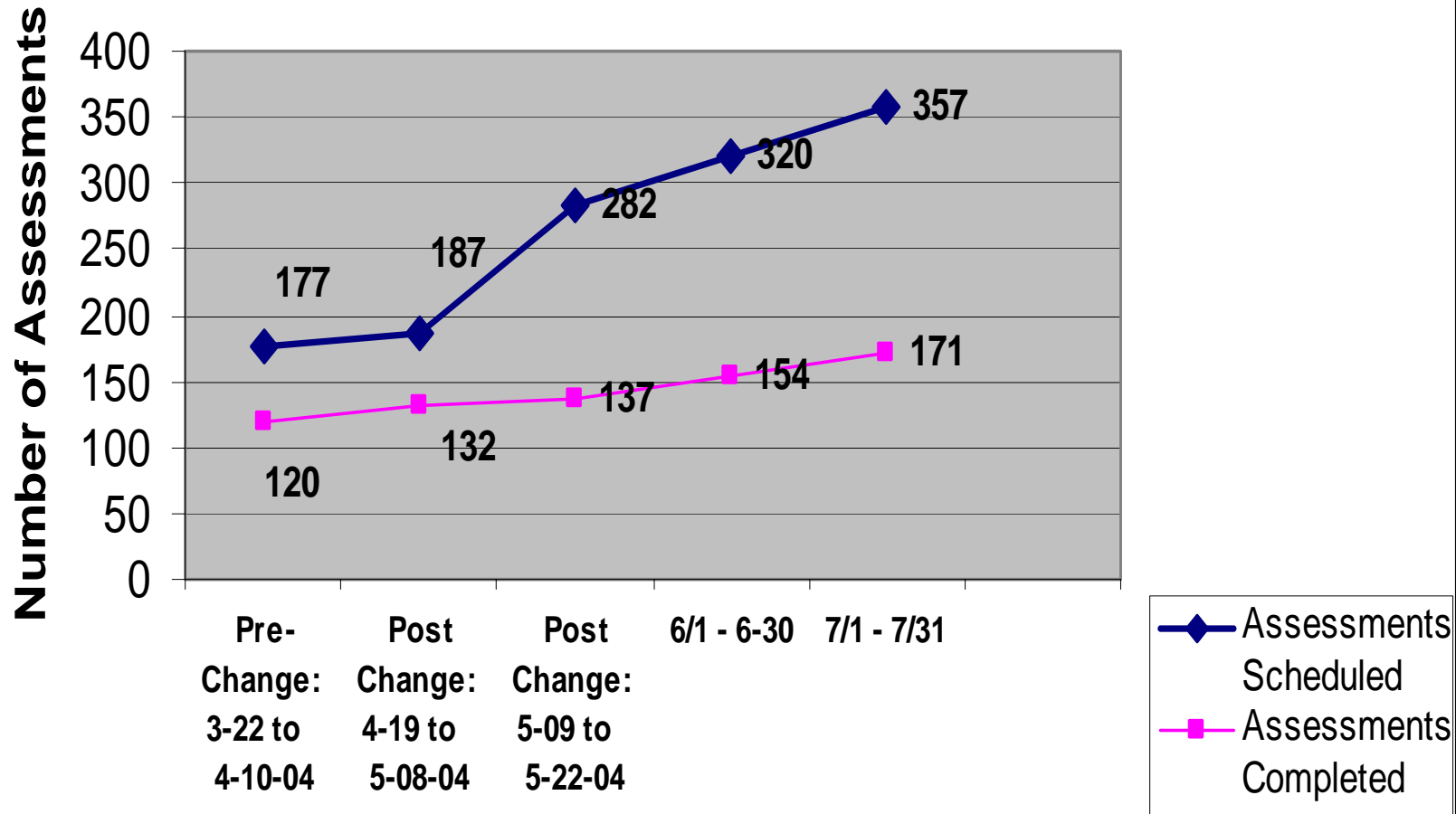
## ■ Challenges

- Clients showing up!



Unexpected Impact! The primary aim was to reduce wait time. The unexpected impact was to increase admissions!

### Assessment Changes at TERROS: Weekly Averages





# Summary of our first BIG change

- Purpose mainly for compliance
- Major shift in scheduling practices
- Pivotal in terms of data collection and usage
- Led to an expanded change team
- Moved us to the 2<sup>nd</sup> big change –  
“The 7 Day Standard”



This was a great solution for the **few** who could accept an appointment for tomorrow, but, what could we do to make a real improvement in accessibility for the **many**?





# “The 7 Day Standard”

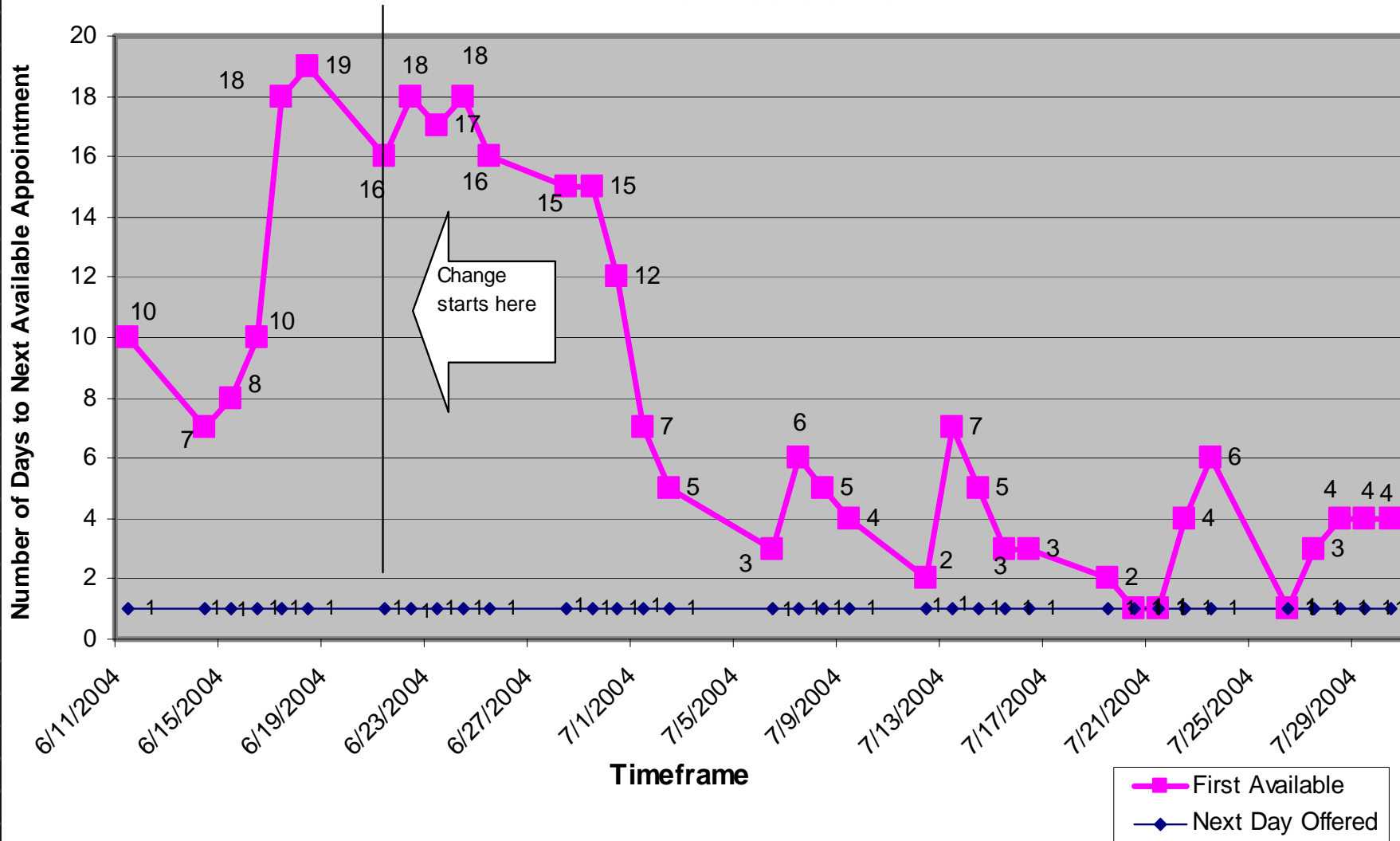
- What are we trying to accomplish?
  - **Get clients in sooner for their intake appointment.**
- The Aim: Reduce wait time
- What can we do to accomplish this?
  - **offer all new clients an intake appointment ‘tomorrow’ for up to 7 days, then whenever the client would prefer.**
- How will we know what we did was an improvement?
  - **The number of days to the first available appointment will be reduced.**

Before we knew it, we were **swimming** in intakes!





# Wait Time Reduction



# TERROS Change Team

April – July, 2004

