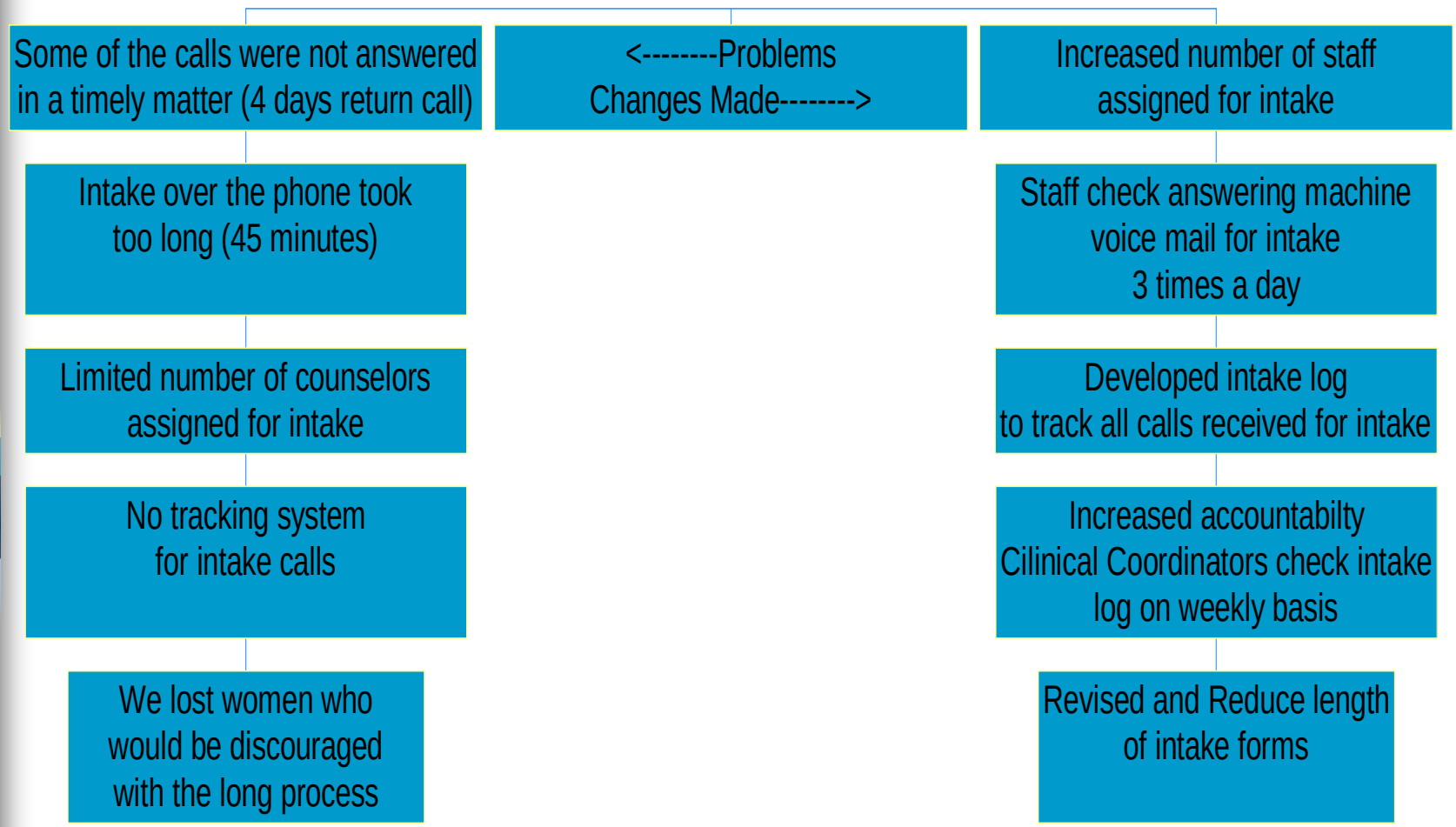
Boston Public Health Commission

SA Women and Families Division

- Entre Familia Residential & Mom's Project Outpatient Programs
- Service to mostly Latina and African American Women and their children
- Boston, Massachusetts
- 52% Federal Grants,43% State/Local grants, 2% Managed Care, 3% Private or Patient pay
- Services Provided: Level III Residential & Level I, Outpatient

Aim: Reduce Time from Initial Call to first Treatment



Entre Familia Residential

1. What are we trying to accomplish?

**Improve timeliness to first treatment

2. How will we know that a change is an improvement?

**Reduce time for intake over the phone

3. What changes can we make that will result in an improvement?

**Reduced length of intake form

**Eliminated one step in the intake process

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Change: Revisions Intake Form

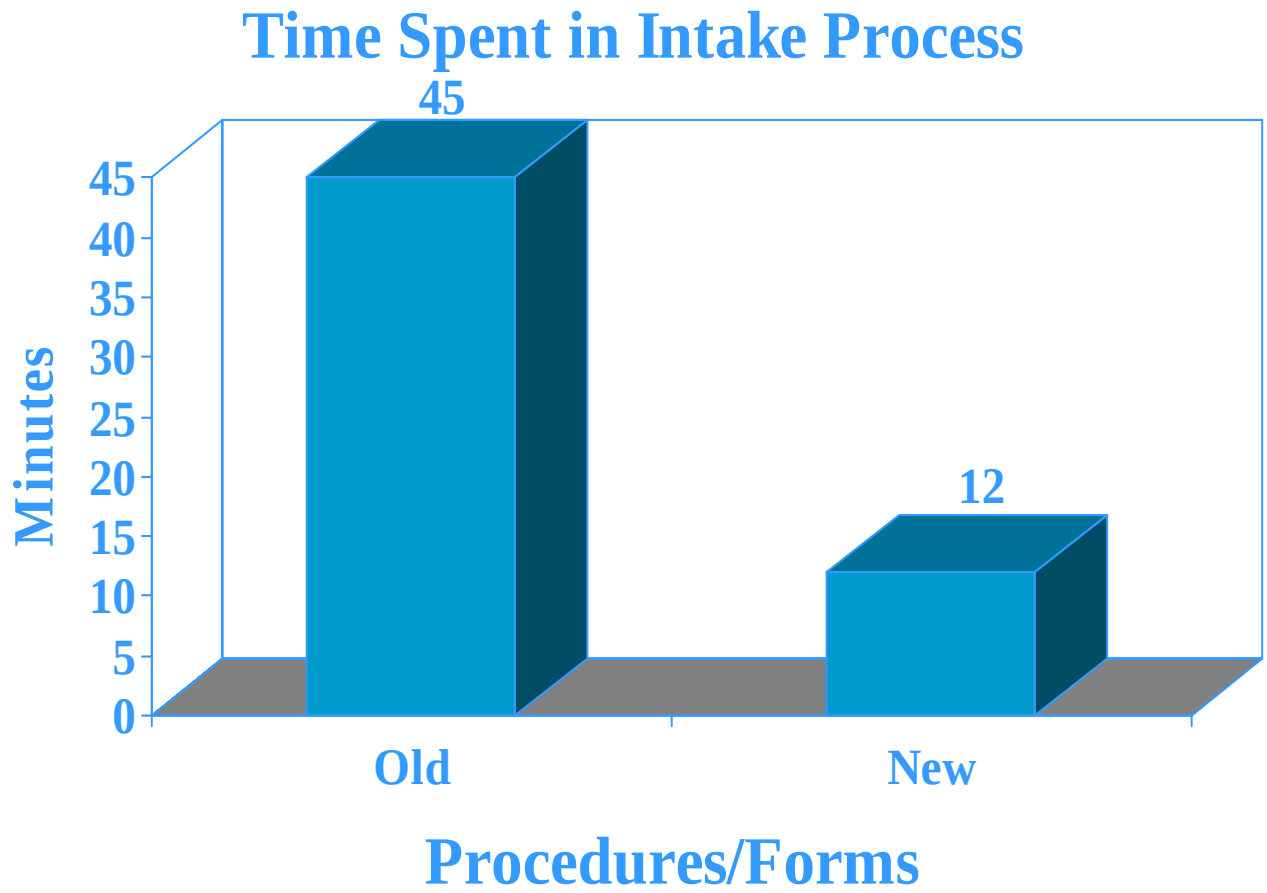
- Eliminated duplicate questions and delay some questions until admission.
- Eliminate questions that were not pertinent for admission
- Intake was reduced from 67 questions to 35 questions
- Combined eligibility screen and intake form in one step

Measure of Success

Track the time that it takes to complete Intake over the phone:

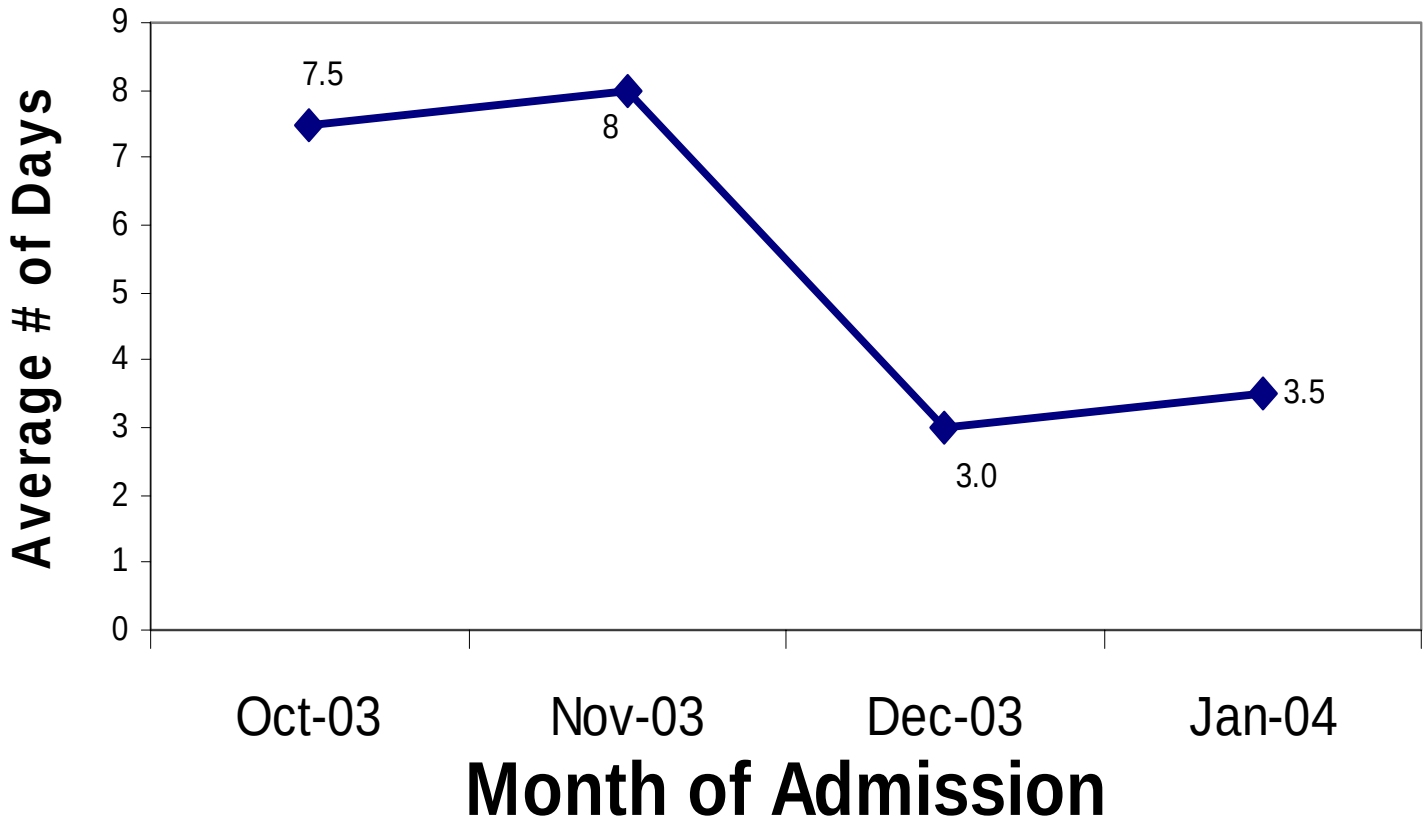
- Before= 45 minutes
- Now= Average 12 minutes

Results:



BOSTON

Reduced time from initial call to admission



Key Events that Made Change a Success

- Decision of change came as a result of walk-through exercise
- Clinical Coordinator & Counselors at the program suggested solutions and contributed with intake revisions
- Staff was open to feedback and feel committed to improve access and services for clients.

Lesson Learned

- Having a “live person” answer the call facilitates and speeds program entry
- Intake process may create a barrier to program entry (long process, repetitive/unnecessary questions).
- Staff involvement is crucial
  - Provide valuable ideas for improvement
  - Increases buy-in and facilitates implementation

Mom’s Project Entrance

Entre Familia Residential

Change Team: From left to right: Iliana Ojeda, Ana Lopez, Luz M. Lopez, Rita Nieves & Hortensia Amaro, PI