

**City of Carson City
Agenda Report**

Date Submitted: February 25, 2014

Agenda Date Requested: March 6, 2014

Time Requested: 20 minutes

To: Carson City Board of Health

From: Health & Human Services Department (Nicki Aaker)

Subject Title: To provide report and discussion about a quality improvement project conducted within the Clinical Services Division. (*Veronica Galas, Adriana Rodriguez*)

Staff Summary: Carson City Health and Human Services' (CCHHS) has a quality improvement plan. The mission of the plan is to continuously improve the quality of our programs, processes, and services so that the department may provide high-performing services which best fulfill the needs of the clients and improve the quality of life within the community. The Clinical Services Division is conducting a quality improvement project to improve patient scheduling. In 2012, the no show rate was 34%. The goal was to improve the scheduling system to decrease the no-show rate.

Type of Action Requested: (check one)
 Resolution Ordinance
 Formal Action/Motion Other (Specify) Information Only

Does This Action Require A Business Impact Statement: Yes No

Recommended Board Action: Presentation and discussion only

Explanation for Recommended Board Action: N/A

Applicable Statute, Code, Policy, Rule or Regulation: N/A

Fiscal Impact: N/A

Explanation of Impact: N/A

Funding Source: N/A

Alternatives: N/A

Supporting Material: PowerPoint – “CCHHS Clinical Services Quality Improvement Project: Improving Patient Scheduling”

Prepared By: Nicki Aaker, MSN, MPH, RN

Reviewed By: D. Cates Date: 2-25-14
(Department Head)

Maren Awnes Date: 2-25-14
(City Manager)

Judy Johnson Date: 2/25/14
(District Attorney)

Tom Blunt Date: 2/25/14
(Finance Director)

Board Action Taken:

Motion: _____ 1) _____ Aye/Nay
2) _____

(Vote Recorded By)

CARSON CITY
HEALTH & HUMAN SERVICES

CCHHS Clinical Services Quality Improvement Project

Improving Patient Scheduling

PLAN 

Issue Determination:

- Electronic Medical Record and supporting data confirming "no show" percentages

Resources Needed:

- Time
- QI Committee Support
- Reminder expenses

Goal:

- Improved scheduling system

Hypothesis of Change:

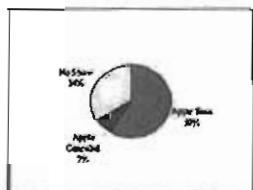
- Multiple ways to remind patients of upcoming appointments will reduce our no-show rate.

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Issue Determination

2012 Calendar Year No-Show Evaluation

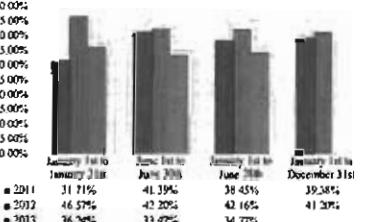
- 3,424 Family Planning scheduled appointments
- 2,017 Appointments were seen
- 242 Appointments were canceled/rescheduled
- 1,165 no shows



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Issue Determination

No-show rate by months and years

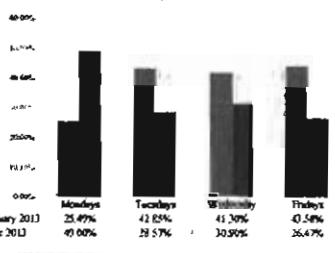


Month	Year	No-Show Rate (%)
January 1st to January 31st	2011	31.71%
January 1st to January 31st	2012	46.57%
January 1st to January 31st	2013	36.34%
January 1st to June 30th	2011	41.39%
January 1st to June 30th	2012	42.20%
January 1st to June 30th	2013	33.47%
January 1st to December 31st	2011	38.45%
January 1st to December 31st	2012	42.16%
January 1st to December 31st	2013	34.77%
January 1st to December 31st	2014	39.38%

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Issue Determination

No-Show Rates by Days of the Week



Day	January 2013 (%)	June 2013 (%)
Mondays	25.49%	47.60%
Tuesdays	42.85%	29.57%
Wednesday	41.30%	30.50%
Thursday	40.56%	26.47%

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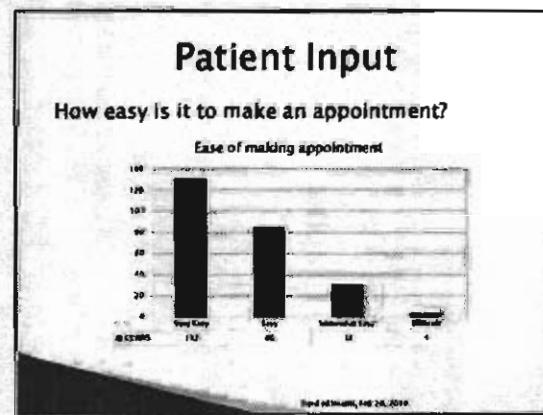
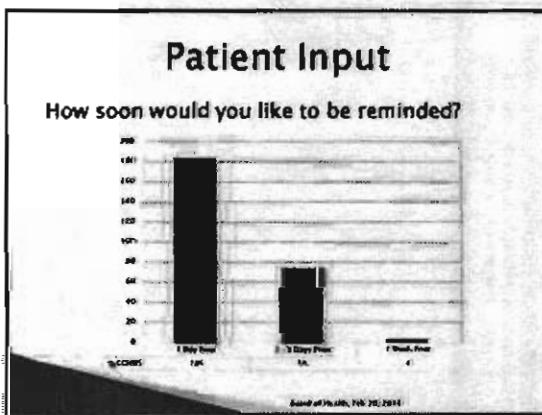
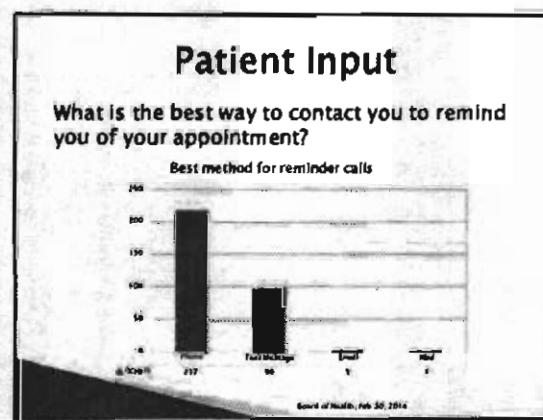
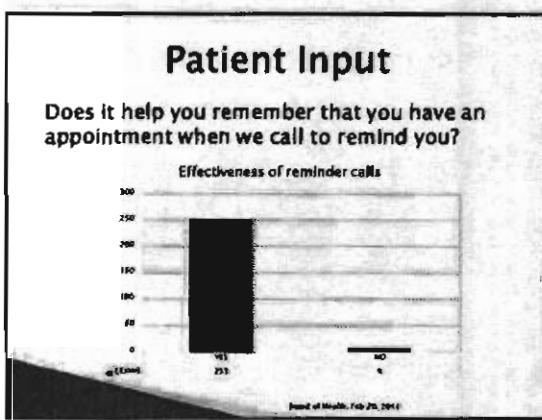
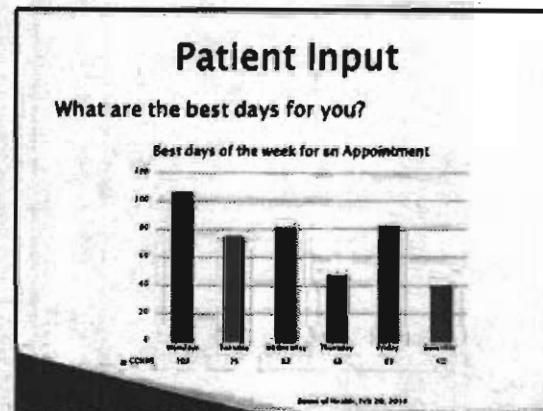
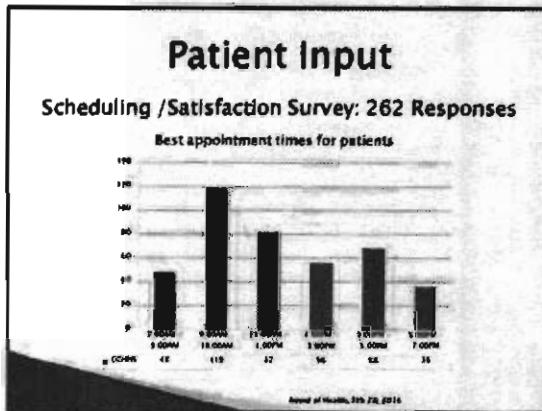
DO 

Review of Strategic Scheduling

- Creative scheduling
- Building patient rapport
- Appointment confirmation
- Call the waiting list
- Patient portal
- Patient WiFi in waiting room
- Saying "no"
- Scheduling expert

"Each success only buys an admission ticket to a more difficult problem...Scheduling is a nightmare!"

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Patient Input

How satisfied are you with the care you receive?

Satisfaction of care

Satisfaction Level	Percentage
Completely satisfied	85%
Very satisfied	10%
Somewhat satisfied	3%
Not satisfied	2%

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DO 

Action Steps

- Portal Implementation
- Continue to offer walk-ins to fill no shows
- Scheduling changes – staggering lunches
- Explore text messaging
- Your ideas?

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CHECK & ACT 

- We will have data to show that our no show-rate decreased by 10% within 6 months of implementation.
 - Next evaluation is August 2014
- After data evaluation, when are we going to decide whether or not to ADOPT, ADAPT, or ABANDON the changes we made to the process?
 - 6 months after full implementation of changes

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