

Quality Improvement Story Board -- 08/26/2022

Title: The No Show Stoppers

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Putnam County Health Department
 256 Williamstown Rd.
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 16 (full-time and part-time) staff
 Population Served: 34,451



Step 1 Plan

getting started

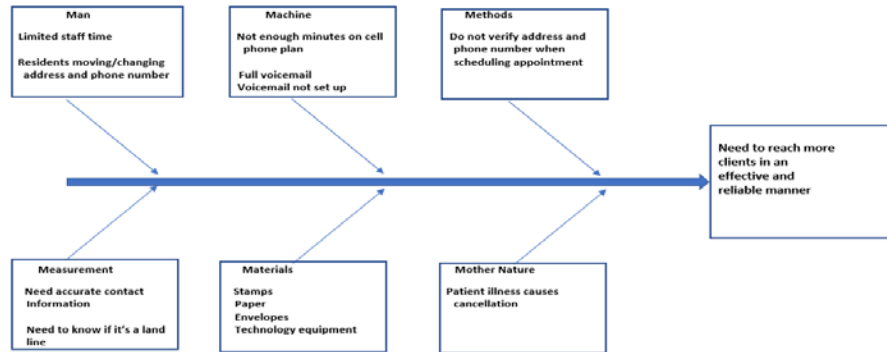
problem

It takes a lot of staff time to make reminder calls and even more time to recall clients behind on immunizations. Adolescent recall consists of approx. 200 stamps and pediatric recall is around 25 letters per month. For reminder and recall phone calls, there are a variety of reasons we are unable to make contact. Would like to look at automated communication in a method younger people find more relevant.

Reaching people by phone to remind them of appointments and/or recall for missing immunizations has become increasingly difficult. More people do not have a landline and are not answering calls on their cell phone. Voicemail on the cell phone may not be set up or is full. The population receiving vaccines at PCHD is approximately 50% Medicaid. Having enough minutes on call phone plans can be an issue with receiving phone calls for this population also.

When we are unable to reach a client by phone, a letter is sent to the address on file. Postage continues to rise and difficult to measure effectiveness that receiving mail correlates to newly scheduled appointments.

Efficient staff time utilization is a priority for PCHD administration. With increased demands for billing of services and scheduling for vaccinations coupled with leave requests, we need to explore solutions to make current work demands more efficient using technology available.



AIM statement

Improve the number of people who successfully receive a reminder for appointment and recall notice for those behind of immunizations by 30% by June 1, 2022.

examine current approach

The clerk spent 16 hours doing appointment reminder phone calls from Dec. 1, 2021 – March 1, 2022. The nurses spend 17 hours recalling those behind on immunizations. Recall includes running reports on missing immunizations, reviewing the record for verification, then calling and/or sending a letter to schedule an appointment. We spent \$75.90 on postage from Dec. 1, 2021 – March 1, 2022.

potential solution

Explore expansion of existing texting service for COVID notification to include texting clinic reminders and recall notification.

Step 2 Do

2/23/22: emailed group to set up standardized messaging.
 2/25/22: sent pediatric recall texts to 23 parents/guardians of children 5-36 months who are overdue/behind on immunizations. Letters still sent to 2 children nurse was unable to reach by phone for multiple months in a row.

3/11/22: Registrar sent immunization clinic reminder texts to 23 individuals to remind of scheduled appt. the following week. This will continue weekly throughout the project and possibly after.
 3/27/22: Nurse sent 25 pediatric recall texts to 25 parents/guardians and called WIC for 2 of those 25
 3/30/22: Nurse sent 108 adolescent recall texts to parents/guardians of those 13-18 yrs. who are overdue/behind on immunizations.
 4/27/22: Nurse sent 27 pediatric recall texts to 27 parents/guardians and called PCP for 2 of those 27
 5/27/22: Nurse sent 25 pediatric recalls texts to 21 parents/guardians

Step 3 Study

The number of minutes nurse spent recalling 5-36 month pediatric patients who are overdue/behind on immunizations has decreased nearly every month and was as low as 75 mins in May 2022.

The clerk spent 7.2 hours doing appointment reminder calls and texts from April 1, 2022 – July 1, 2022. This is a significant decrease of almost 9 hours.

On average, for the months of December 1, 2021 – March 1, 2022, the no show rate for our immunization clinics was 18.4%. After implementing text reminders for immunization clinic appointments, our average no show rate dropped to 13.7% for the months of April 1, 2022 – July 1, 2022.

Step 4 Act

PCHD plans to continue utilizing the texting system to remind clients of their appointment and recall those behind. The next phase will be to evaluate a reliable client response option that they received the text and how we will become aware that the client moved or gone elsewhere if we are not sending letters or calling to receive that information. Overall, this change has been effective in decreasing the no-show rate for clinic while saving staff time in recall and reminders.