EVALUATION OF CLINIC REMINDER SYSTEM IMPROVEMENT

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Background

Southeast (SE) Florida County (2014)
- 3,222 homeless individuals
- 810 have serious mental illness (SMI)
- 614 substance use disorders
- 22% homeless likely to have SMI

Mental Health Clinic (2016)
- 27,997 clients
- 41.98% were uninsured
- 11,995 lived in poverty zones
- 30% no show rate to appointments

Missed appointments increase symptoms, hospitalizations and suicides

August 2017 - Clinic implemented a text/call system to remind patients of appointment

Problem Statement

Patient appointments are frequently missed and system delays increase the time to check in and see psychiatric providers.

Does text/call system implementation:
- Meet clinic operational goals
- Avoid negative impacts on patient and provider flow
- Gain support from clinic administration and staff

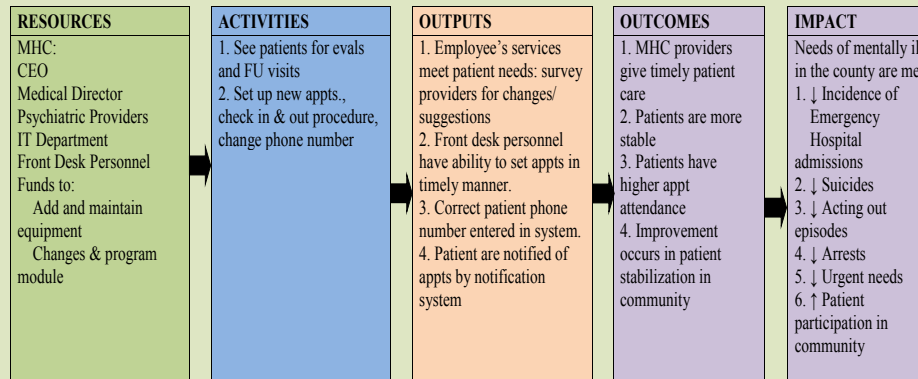**Does revamped check-in/out process:**
- Decrease acting out behaviors in waiting area
- Improve patient flow in/out of waiting area

Conceptual Framework

The Logic Model looks at tools and processes used by funders, managers, and evaluators of programs to study programs and processes.

Outpatient Mental Health Clinic Appointment Reminder System Augmentation Logic Model

Overarching goal: Improve the mental health of patients at a Florida mental health clinic

RESOURCES	ACTIVITIES	OUTPUTS	OUTCOMES	IMPACT

MHC:
CEO
Medical Director
Psychiatric Providers
IT Department
Front Desk Personnel
Funds to:
  Add and maintain equipment
  Changes & program module
	1. See patients for evals and FU visits
	2. Set up new appts., check in & out procedure, change phone number
		1. Employee's services meet patient needs: survey providers for changes/ suggestions
		2. Front desk personnel have ability to set appts in timely manner.
		3. Correct patient phone number entered in system.
		4. Patient are notified of appts by notification system
			1. MHC providers give timely patient care
			2. Patients are more stable
			3. Patients have higher appt attendance
			4. Improvement occurs in patient stabilization in community
				Needs of mentally ill in the county are met.
				1. ↓ Incidence of Emergency Hospital admissions
				2. ↓ Suicides
				3. ↓ Acting out episodes
				4. ↓ Arrests
				5. ↓ Urgent needs
				6. ↑ Patient participation in community

Abbreviations: appt: appointment, ARNP: Advanced Registered Nurse Practitioner, CEO: Chief Executive Officer, evals: evaluations, FU: Follow up appointment, IT: Information Technology, MHC: Mental Health Clinic.

Methodology

- **Targeted staff and providers** were provided an explanation of the project and invited to voluntarily participate
- **An anonymous survey** was distributed by hand
- Survey questions related to:
  - Impact of text/call system change
  - Appt. attendance improvement
  - Specific aspects of the clinic's front desk operations
  - Management of patient flow in/out of the facility
- **Likert type questions** and staff comments were used
  - Likert type questions analyzed using descriptive statistics
  - Staff comments were examined as to their patterns and themes

Florida

Pinellas County

Results

Missed appointment rate **decreased by 6.14%**.

Clear acceptance of text/call system by patients and staff members

Findings support previous study's results

Patient flow improved, less acting out behaviors in waiting area