

EVALUATION OF CLINIC REMINDER SYSTEM IMPROVEMENT

Diana L. O'Neil, DNP, PMHNP-BC
 Marisa L. Wilson, DNSc, RN-BC, CPHIMS, FAAN
 Suncoast Center, Inc., 4024 Central Ave., St. Petersburg, FL 33711
 (727) 327-7656 x4125 e-mail: np.doneil@gmail.com

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:

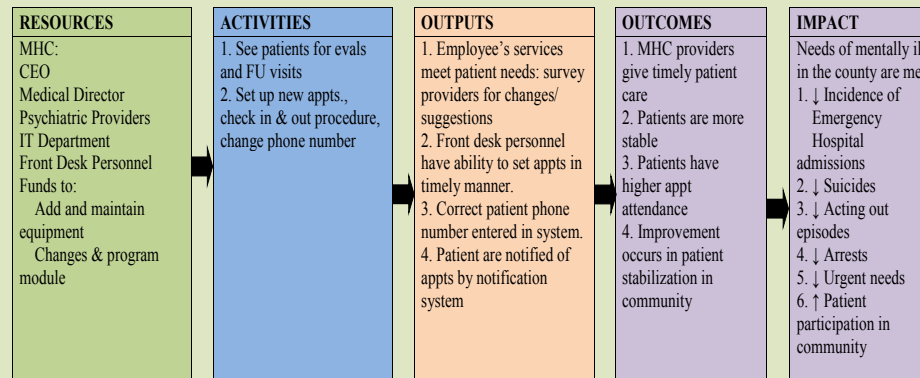
Decrease acting out behaviors in waiting area
 Improve patient flow in/out of waiting area

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



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



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

