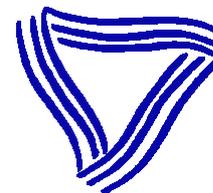


## APPENDIX A: STORYBOARD TEMPLATE



LOCAL HEALTH DEPARTMENT NAME: Three Rivers District Health Department  
 ADDRESS: 510 South Main Street, Owenton, KY 40359  
 PHONE NUMBER: 502-484-3412  
 SIZE: \_\_\_\_\_  
 POPULATION SERVED: \_\_\_\_\_  
 PROJECT TITLE: Clinic Services and No-show Rates

### PLAN

Identify an opportunity and Plan for Improvement

#### 1. Getting Started

The health centers have a large number of patients not keeping scheduled appointments. To determine reasons for "no-show", the support staff issued client surveys beginning January 2011 and ending February 2011. To compensate for the missed appointments and to make the best use of staff time a change in clinic hours will be initiated. Consolidating clinic hours will free up staff time that can be devoted to other projects, especially in the community.

#### 2. Assemble the Team

Dr. Georgia Heise, District Director  
 Denise Bingham, BSN, RN, Clinic Manager  
 Deborah Jones, RN, Nursing Supervisor  
 All clinic nurses, clinical assistant and support staff.

#### 3. Examine the Current Approach

Currently all four clinic sites, Carroll, Gallatin, Owen, and Pendleton, have clinic services Monday, Wednesday and Thursday from 8 am-4:30 pm, Tuesdays 8 am- 6:30 pm and Fridays 8 am -1:30 pm. The schedule is uniform for all sites regardless of client demand.

#### 4. Identify Potential Solutions

Modify clinic schedules based on perceived need. Monitor the clinic RBRV's (relative based resource value) which is a weighted indicator

of the amount of services provided on any given day.

Nurses and support staff may self-select or be assigned to a community focused project.

#### 5. Develop an Improvement Theory

Reducing the number of days per week of clinic service should prevent down time throughout the day by making sure all available appointments are utilized; demand vs. supply.

Clients will begin to understand the importance of keeping scheduled appointments since there will be less appointment slots available for rescheduling.

The assistance with community projects should allow the health education team more time to devote to the process of accreditation.

### DO

Test the Theory for Improvement

#### 6. Test the Theory

Implementation date to be July 11, 2011.

Services will be provided all day but on selected days only.

CCHC - Monday, Tuesday and Thursday.

GCHC- Tuesday and Thursday.

OCHC- Tuesday and Friday.

PCHC- Tuesday and Friday.

Effective July 11, 2011, the PCHC clinic nurse will be assigned to the HANDS program on Monday, Wednesday and Thursday.

### CHECK

Use Data to Study Results

of the Test

#### 7. Check the Results

Additional clinic days have been requested by staff at CCHC, GCHC and OCHC to meet client demand. For the month of September, four additional nurse days were added to CCHC and two additional days were added to both GCHC and OCHC.

PCHC has not requested any additional days. PCHC continues to have a large no-show problem.

Adding a nurse every Monday to CCHC requires the use of a second support staff member who divides her time between clinic and home health.

Nurse from GCHC is covering PCHC on Fridays to allow that nurse to have a "catch-up" day for paperwork and other non-patient directed work.

Support staff member from CCHC has expressed an interest in teaching Body Recall and is awaiting training.

Community request to teach yoga has been received by CCHC and the clinic nurse will provide that service beginning October 12<sup>th</sup>.

CCHC nurse and interpreter plan to provide family planning education classes to the Hispanic community.

Clinic nurses attended a Child Fatality Review meeting in Northern Kentucky on August 31<sup>st</sup> to increase knowledge of that program.

Staff members suggest that the "back-to-school" time may not have been a good choice of times to begin a reduced schedule as the demand for services is greater during this time period.

Future appointments wait time is nearly one month; increases stress

on support staff as they deal with unhappy clients.

Wednesdays are utilized by staff at CCHC, GCHC and OCHC just to finalize the work from the very busy days earlier in the week.

Staff members enjoy providing services at sites other than their usual locations.

## **ACT**

Standardize the Improvement and Establish Future Plans

### **8. Standardize the Improvement or Develop New Theory**

HANDS program has gained a nurse three days per week.

No current health education programs have been assumed by clinic staff.

CCHC, GCHC and OCHC have hectic clinic days. Additional days of service provided have been utilized quickly.

### **9. Establish Future Plans**

Yoga classes to begin October 12<sup>th</sup> at CCHC.

CCHC support staff to be trained in Body Recall.

Continue to monitor clinic RBRV's and reports from staff to determine the need for additional clinic days.

Adjust clinic schedules as needed based on provider availability.

Monitor if time of the year and weather changes impact requests for appointments.