

Referral of Care

Dashboard

2015 Quality Improvement Project: Internal Referral Process Background and Results



Problem

Deschutes County Health Services (DCHS) leadership identified the improvement of an inter-departmental referral process in its 2015 strategic plan. DCHS is composed of three divisions: Public Health, Behavioral Health, and the Early Learning Hub. Although community members may benefit from the essential services provided by all divisions, there was no standardized internal process to assist a community member in navigating between the three divisions, or between services within the divisions.

AIM Statement

By May 31st, 2016, DCHS aims to increase customer knowledge, use, and satisfaction with the services provided by DCHS by 10%, and increase staff knowledge of the internal referral process and services, and satisfaction with the process by 20%.

What Occurred

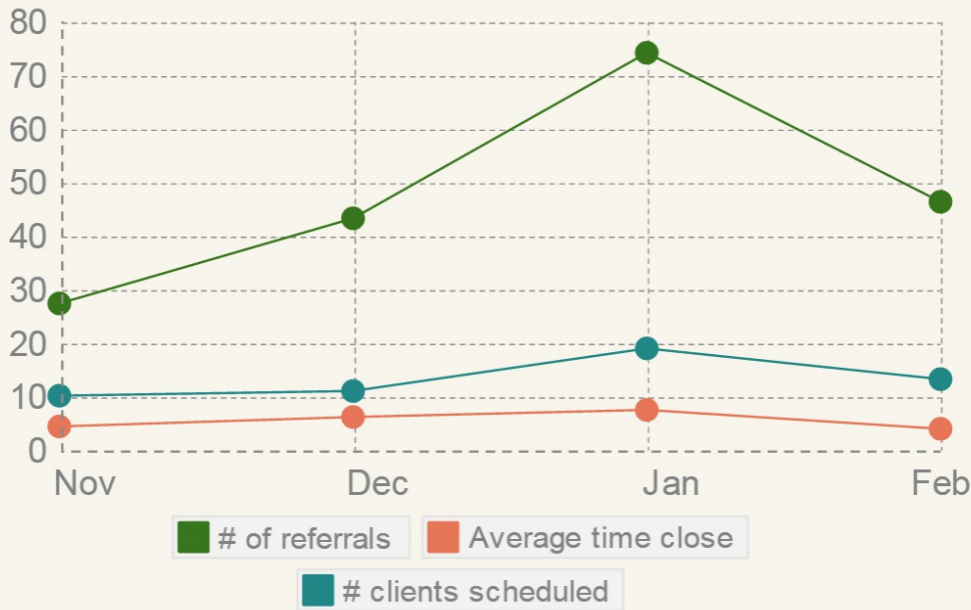
A Kaizen event, with leadership and guidance from the PHAB leaders academy, was hosted from August 10th through August 14th, 2015. The DCHS Services Directory (Deskbook) was launched in October, 2015, and the online referral form and the internal referral process on November 2nd, 2015. The number, type, source, and processes time for referrals was tracked monthly from November through January, and quarterly thereafter to determine opportunities for continuous quality improvement.

Root Cause Analysis

QI Process Used: Kaizen, PDSA
(Plan, Do, Study, Act)



Results



The number of referrals increased from 27 in November to 46 in February, with a peak of 74 referrals in January. The average time to close a referrals remains within the 14 day maximum, with the highest average time at 7.3 days in January. The number of clients scheduled appears correlated to the number of referrals made, with approximately 30% of referrals made scheduled. This information will be reviewed until May, 2016, and quarterly thereafter.

Staff Perception:



"I think it's great"

"Doesn't seem to be used by (all) DC employees"



Comfort Making Referrals

Pre-Launch:
42%

Post-Launch:
62%

Satisfaction with Process

Pre-Launch:
15%

Post-Launch:
52%

Satisfied Clients Receive All Needed Services

Pre-Launch:
43%

Post-Launch:
38%

A follow-up survey for DCHS customers/clients will be distributed 5/2016



Lessons Learned

- ✓ Staff & supervisor commit to FTE towards project before initiation so that the correct resources were present to solve the problem and the diversity of solution ideas was maximized
- ✓ Ongoing education around the new processes so that misconceptions are thwarted and staff can maximize use of the new process

