Chlamydia & Texting QI Project

Process Map of Positive Chlamydia Case Management

HEALTHY GALLATIN

Positive Chlamydia case reported to GCCHD

Call provider to get follow-up information

Call case

Case answers; interview completed

Case does not answer; leave voicemail.

INTERVENTION

Case does not answer; send text message.

Case calls back; interview completed

Case does not return call. Call #2; leave voicemail.

Case calls back; interview completed

Case does not return call. Call #3 (#2 for intervention group); leave voicemail.

Case calls back; interview completed

Case does not return call. Letter is sent.

Case calls back; interview completed

No response. Case is lost to follow-up.

Project Completed April 2015