

Axis I Center of Barnwell

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The Axis I Center is located in Barnwell County, a rural county with a population of 24,000. The agency provides prevention, intervention, and outpatient treatment services at its main facility at 1644 Jackson Street and in the three local school districts (there are nine school facilities). The treatment population is largely male (65%), African-American (54%), and is served through an outpatient treatment program. Adolescents make up 36% of the clients seen.

REDUCING NO-SHOWS

Change Leader: Cheryl Azouri Long, clong@axis1.org; Pam Rush, prush@axis1.org

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Location: Axis I Center of Barnwell

Level of Care: Outpatient (Level I)

Population: Adult population, excluding ADSAP

Aim Addressed: Reduce no-shows

Start Date: February 1, 2004

Project Status: Completed September 2005

GOALS AND MEASURES

We needed to reduce the number of adult outpatient treatment clients who failed to show for their counseling appointments. We hired a case manager to identify and reduce client treatment barriers. If a client did not present for services, the case manager would phone the client to find out the reason for the no-show and if Axis I could help the client remain in services. Overall, no-show rate in March 2004 was 45% down from 63% in October 2003. The case manager's personal contact and outreach efforts greatly improved the continuation rates in treatment and reduced the no-show rates.

CHANGES IMPLEMENTED

- Case Manager hired to identify and reduce client treatment barriers
- Case Manager contacted client if they missed treatment service
- Case Manager would provide transportation to client if they needed transportation to treatment services
- Childcare was provided for clients while they were in services
- Incentives were put in place to keep clients engaged in treatment services
- Revisions were made to the paperwork process

IMPACT AND LESSONS LEARNED

Lessons learned included:

- The clients felt welcomed and engaged in treatment processes.
- The women in group say they have something to look forward to now. They feel that services are easier to access because of the changes in the paperwork processes, and that counselors and staff care about them.
- The agency has assisted clients with access to food through Food Bank, clothing through Thrift Store, transportation, and case management outreach.
- We know that the change was effective because it was sustained while the agency had a case manager. However, when the case manager left the agency and the position was left unfilled, the number of no-shows for treatment services increased.

Prior to this Change Project, the no-show rate hovered in the 60% range; since changes were implemented, no-show rate has stabilized in the 40% range.

