Okanogan Behavioral HealthCare

Okanogan Behavioral HealthCare provides quality, integrated behavioral health and primary care services, substance abuse treatment and violence prevention assistance, as well as counseling, case management and skills training to persons with developmental disabilities, chemical dependency, and/or mental health issues in Omak, Washington.

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<tr>
<th>EXECUTIVE SPONSOR</th>
<th>Roger Bauer</th>
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<tr>
<td>CHANGE LEADER:</td>
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<td>TEAM MEMBERS:</td>
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<td>PRIMARY AIM:</td>
<td>Reduce waiting time from 7-14 days to 1-2 days for ADATSA assessments.</td>
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<td>SECONDARY AIM:</td>
<td>Reduce the no-show rate by scheduling appointments sooner.</td>
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Aims

The primary aim of this project was to reduce waiting time from 7-14 days to 1-2 days for Alcohol and Drug Abuse Treatment and Support Act (ADATSA) assessments. In addition, we were also looking to reduce the no-show rate by scheduling appointments sooner.

Changes

This project included the following changes:

- Begin double-booking ADATSA assessments each day.
- Schedule a back-up counselor to cover the second assessment if both appointments for a double-booked slot showed up.
- Use the back-up counselor to provide TANF Outstation support (a billable service) when not needed to cover double-booked assessment appointments.

Results

After making these changes, the waiting time dropped from an average of nine days to just two days. The no-show rate for ADATSA assessment appointments remained at 50 percent.

Lessons Learned

Due to the high no-show rate for the double-booked assessment appointments, we learned that the back-up counselor is not needed.
Success Story

Business Case Impact

Initial post-change data indicates that double-booking assessment appointments saves an average of thirteen clinician hours per week (676 hours per year) for an overall cost savings of $312.91 per week ($16,271.32 per year).

In addition, the availability of an average of 676 potentially billable clinical hours per year provides the potential revenue increase of $26,201.76 (DASA reimbursement averages $38.76 per hour).

Next Steps

The Change Team decided to double-book all ADATSA appointments regardless of the availability of back-up staff. This change has been adopted as the general practice for scheduling these types of appointments.