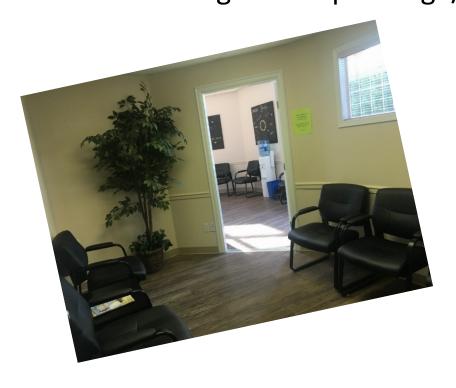
BOOSTER JUICERS Alouette Addictions

We are an OAT clinic providing methadone and suboxone treatment serving the Maple Ridge/Pitt Meadows communities











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OUR TEAM

Sue (Clinic Manager/MOA)

Brittany (MOA)

Cheryl (Outreach)

Jennifer (QI Coach)









Aim Statement

To reduce no-shows appointments from average of 24 per month to 12 per month (reduction of 50%) by September 30th, 2019







Describe your Population of Focus

Total: 155

Female: 92

Male: 93

Active prescription: 152

Retained longer that 3mo: 112







Changes Tested

- Posting colourful signage to remind clients to book next appointment in strategic locations around clinic
- Reminder phone calls day before appointments
- Handing out colourful appointment reminder cards
- Identifying regular no-show clients and connecting with Cheryl (Outreach)
- Connecting new clients with Cherly (Outreach) before first appointment







Share your progress so far:

- Adapted and Adopted reminder signage
- Adopted reminder phone calls day prior to phone calls
- Adopted identifying and connecting chronic no shows with outreach support
- Adopted connecting new clients to outreach before first appointment







Lessons Learned

- Keep tests of change small & simple we are busy clinic with limited hours
- Keep measures simple or it becomes too hard to collect
- Challenge to find time for meetings with coach and time to meet with each other to check-in
- Reminder calls, and signage have been easy to implement as part of our workflow
- Having Cheryl on the team to connect with clients to support clients to make appointments has been positive beyond reducing no-shows







Looking forward...

 Continue working on our strategies to reduce no-shows and support clients to make their appointments

Consider a new aim







Contact Information

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