

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



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Describe your Population of Focus

Total:	155
Female:	92
Male:	93
Active prescription:	152
Retained longer than 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 Cheryl (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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