



Patient Retention Process Improvement-June 2013

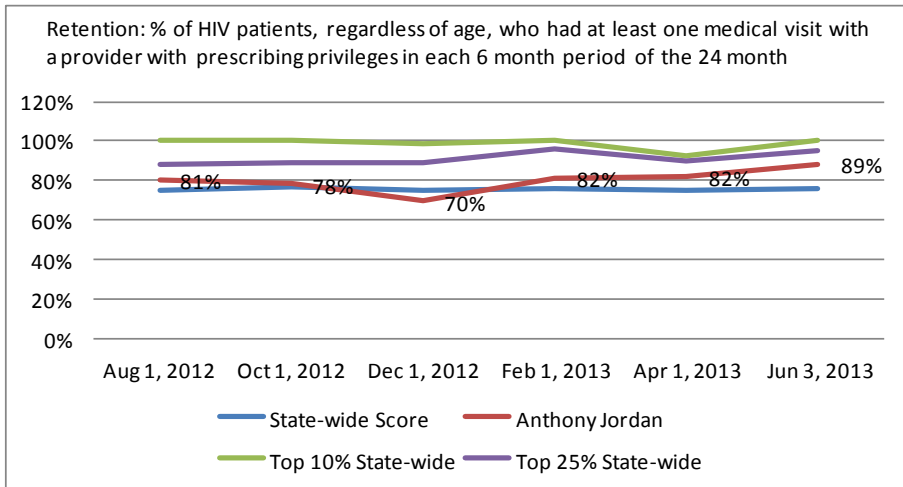


Problem Statement

There is no retention process documented for HIV positive patients.

Evaluation

Assessed SPNS data revealing that no more than 82% of our patients were being retained as defined by their guidelines.

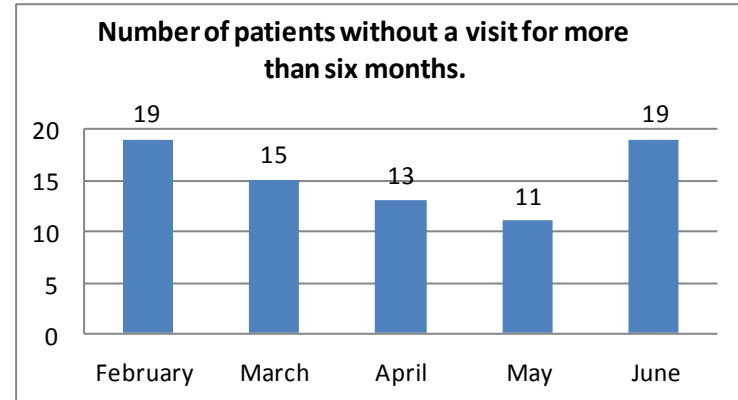


Objective

To increase the total number of patients retained from 82% to above 90%. To integrate continuous improvement on a monthly basis as part of our case conference.

Plan

- Utilize AIRS to generate a list of patients monthly who have not been seen in the previous six months.
- Care coordinators and RN use the list as a "task list" to reach patients for appointments or close as appropriate.
- Document and follow the retention process.



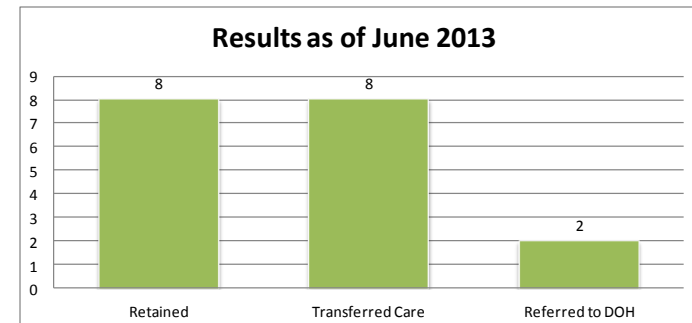
Process

In order to retain patients to care, the following steps will occur if necessary:

- Calls to patient and intensive case managers as appropriate
- Attempt to reach patient through emergency contacts
- Research possible patient whereabouts via online resources such as RHIO, inmate lookup, hospital databases etc.
- Send patient two letters 30 days apart.
- Send patient registered letter

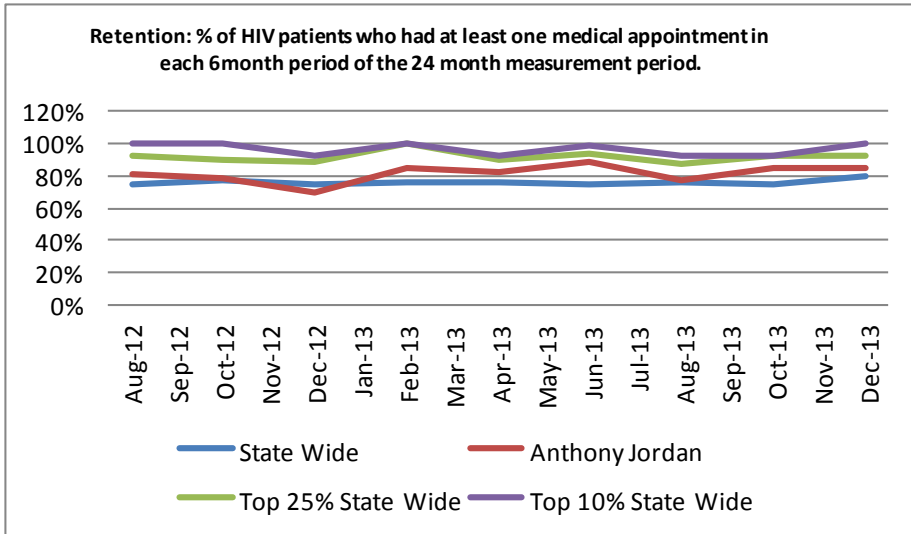
Process Improvement

As a final effort to retain the patient in care, we have expanded to our process to include contacting the New York State Department of Health to assist us in reaching the patient prior to case closure.





Data Update



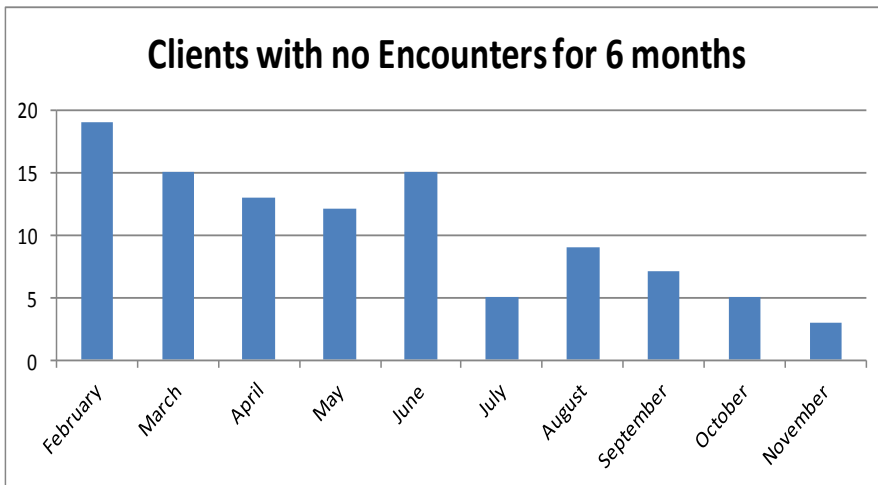
Conclusion

Our retention process has proven to be successful by the decrease of clients with no encounters. Our partnership with the Monroe County Department of Health has proven to be successful in locating clients and returning them to care here, or being assured they are receiving care elsewhere. In total, we have retained 25 patients that have “fallen out of care” since June and closed 14 patients.

Sharing our Success

This project has been shared monthly with our Primary Care grantee and an update will be presented at our next organization wide Quality Improvement meeting. The project has been posted in our waiting room and has been presented to the HIV staff.

Clients with no Encounters for 6 months



Next Steps

Our patient retention process is now integrated to our weekly meetings. We will continue this process and collecting data. Our next cycle will involve capturing patients with no encounters for more than four months so that we can ensure they are scheduled and seen before the six month period is over.