



Patient Retention Process Improvement

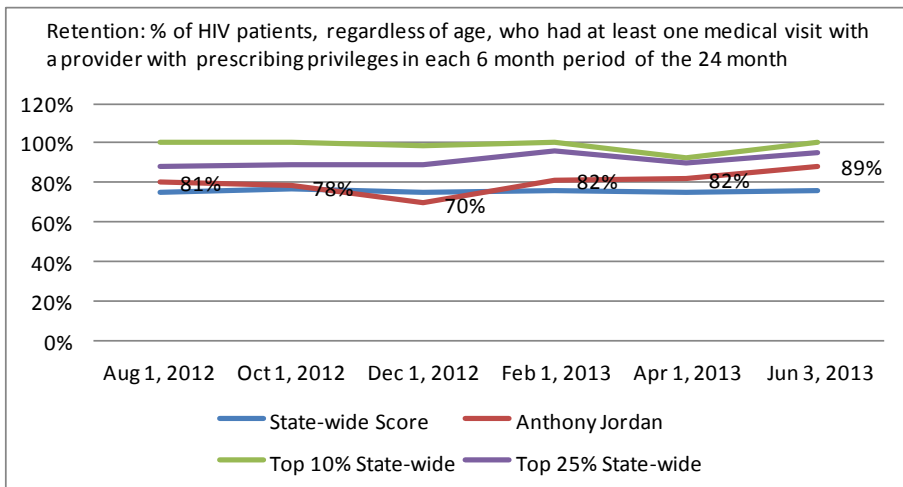


Problem Statement

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.

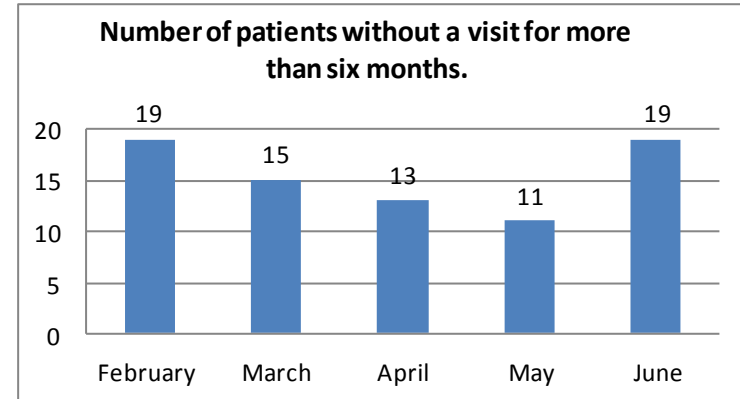


Objective

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.

