



**Hennepin County
Chemical Health Assessment &
Community Treatment Providers**

Reduce Waiting Times & No-shows • Increase Admissions & Continuation


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AIM (Plan)

- **Reduce waiting times**
Reduce the time between when clients make first contact and when they enter treatment.




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CHANGE (Do)

Old Process: One chemical health counselor took all calls for chemical health assessment appointments and referrals.

Sometimes:

- › callers had to leave messages
- › messages were not returned
- › callers could not be reached when called back
- › clients became frustrated




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CHANGE (Do)

New Process: A call center handles all chemical health assessment appointments and referrals.


- All calls are queued and callers are able to talk to a live person within seconds.



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RESULTS (Study)

- Customer satisfaction with wait time and in-person conversation
 - › Average wait time to speak to a call center representative is 25 seconds.
 - › Appointments or referrals are made at the time of the call; no need for clients to leave a message or to be called back.



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NEXT STEPS (Act)

- Improve script for call center representatives so all appointments or referrals are made in a similar fashion.
- Continue training to further educate call center staff about chemical health treatment resources.

NEXT STEPS (Act)

- Conduct another walk-through after script has been developed and additional training has been provided.
- Measure how quickly people get into treatment after they get a chemical health assessment.

IMPACT (Business Case, Lessons Learned)

- Walk-through of current environment helped identify which process to improve first.
- Beginning an incremental process provided a catalyst for examining all county chemical health services & sparked enthusiasm for continued improvement.