

Massillon City Health Department 2024 QI Project: Missed FI study

Plan

Identify an Opportunity and Plan for Improvement

Aim Statement

Increased client reminders will positively increase show rate therefore increasing caseload to reach or exceed goals set by the State WIC office. The number of missed FI's (appointment that have still not been completed by the month end). Reported to the State WIC office will decrease.

Examine the current approach

Currently participants are certified for one year on the WIC program. Once the certification process has been completed that participant will be seen every three months for follow ups until their next year certification. Participants are reminded of appointments one day prior to appointments and again on the day that they miss their appointment if that occurs. Participants not seen by the end of the month will show on the missed FI report that is given the State.

Collect Baseline Data

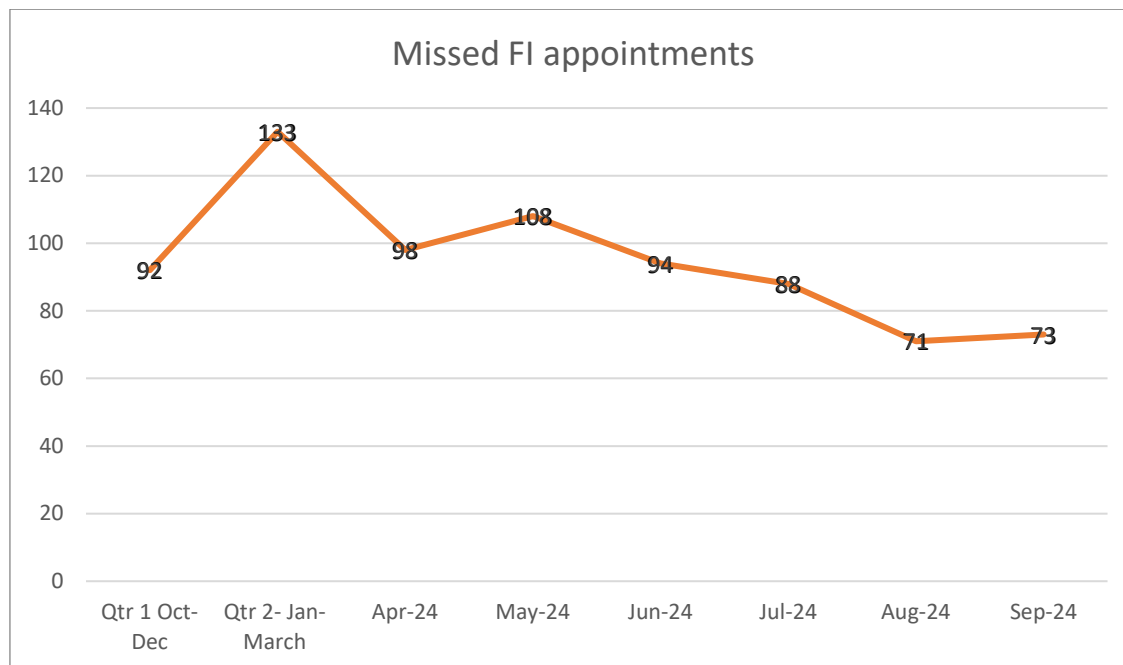
Baseline data was collected to assess current missed FI rates quarterly and reported to the state WIC office.

Identify potential solutions

Brainstorming about missed appointments brought about an idea to increase appointment reminder calls as well as additional follow ups for missed appointments. These appointment reminders could come in the form of text messaging, phone calls or letters. This will allow participants additional chances to be seen in the office before the end of the month, therefore not showing on the Missed FI report.

Develop an Improvement Theory

Employees of the WIC program will send 2 appointment reminders via text messages to each participant before their appointment. One will come one week prior to their appointment and one comes one day prior. If the participant misses their appointment a call or text will be sent the same day of the miss as well as one additional text before the months end.



Do

Test the Theory for Improvement

Test the theory

Employees began the current process in April of 2024 after a large increase in missed FI's were seen in QTR 2 of FY 24.

Collect and Document Data

Monthly missed FI reports were ran and recorded from April to the end of the FY 24 fiscal year in September of 2024.

Act

Standardize the Improvement and Establish Future Plans

As shown in the above data and timelines, Missed FY's have decreased greatly due to the new processes set in place. Additional text message reminders have been set as a standard of care in the WIC office. Continue improvement to show rate as well as quick rescheduling of appointments have decreased reportable numbers to the State WIC office. Continuous motoring of these appointments will occur to for any changes or modifications to this process for the further.

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