

Serpent River First Nation - Client Clinic Attendance

Goal: Using clinical information to send a letter to patients due for bloodwork

CYCLE 1

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| <p>PLAN</p> | <p>What are we trying to accomplish?</p> | <p>How to Get the Word Out:</p> <ul style="list-style-type: none"> • Send “Check in Letters” to 1-6 clients who are overdue for bloodwork • Developed letter with suitable readability score. Letter included both graphics and text. • Staff reviewed letter before sending it out |
| <p>DO</p> | | <p>Testing the Letter:</p> <ul style="list-style-type: none"> • Used the FNDSS report to identify clients due for blood work and who had not been to the clinic for over a year • Mailed out letters to 5 clients |
| <p>STUDY</p> | <p>How will we know that a change is an improvement?</p> | <p>What was Learned:</p> <ul style="list-style-type: none"> • Did not hear back from any of the clients |
| <p>ACT</p> | <p>What small changes can we make that will result in improvement?</p> | <p>Moving Forward:</p> <ul style="list-style-type: none"> • Do follow-up reminder calls and get feedback on the letter |

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CYCLE 2

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| PLAN | What are we trying to accomplish? | Follow up with Clients: <ul style="list-style-type: none">Contact clients by phone to get comments on the letter |
| DO | | Contact: <ul style="list-style-type: none">Clients phoned |
| STUDY | How will we know that a change is an improvement? | New Learnings: <ul style="list-style-type: none">Team was able to contact 2 clients and got their feedback on the letter |
| ACT | What small changes can we make that will result in improvement? | Moving Forward: <ul style="list-style-type: none">Based on feedback, revisions were made to the letter |

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Goal: Use FNDSS findings to send a letter to patients due for bloodwork

CYCLE 3

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| PLAN | What are we trying to accomplish? | Revisions: <ul style="list-style-type: none">• The team made revisions to the letter• Use the FNDSS to run a new report and send out revised letters |
| DO | | Testing Revisions: <ul style="list-style-type: none">• Updated the FNDSS and ran a new report to select a new set of clients• New letter was sent to 3 clients• 2 of the 3 came in for a visit; the other client reported having received the letter but there was a miscommunication with reception |
| STUDY | How will we know that a change is an improvement? | What was Learned: <ul style="list-style-type: none">• All 3 clients gave feedback on the letter and the letter was tweaked accordingly for next cycle |
| ACT | What small changes can we make that will result in improvement? | Moving Forward: <ul style="list-style-type: none">• Develop a tracking system for receipt of letters and to track if patients are booking the visits after receiving the letters• Eventually the letters will be sent to everyone who hasn't had bloodwork in 1 year (based on the FNDSS report) |