

IMPROVING RECALL REMINDER FOR BETTER CONTINUITY OF CARE AND PREVENTATIVE MANAGEMENT

Introduction and Background

Timely follow-ups are crucial for managing chronic conditions, ensuring preventive care, and addressing health concerns. Inconsistent reminders can lead to care gaps and increase staff workload. This project seeks to implement an automated recall system to improve patient adherence and clinic efficiency.

Objectives

- Implement a standardized recall reminder system for preventive care, chronic disease management, and follow-up appointments.
- Increase patient compliance with recall appointments by 25%.
- Reduce administrative workload by automating reminders through the Electronic Medical Record (EMR) system.
- Enhance patient engagement and continuity of care by providing timely, proactive communication.

Methodology Model for Improvement/PDSA cycle

- **Data Collection:** Assess existing recall reminder processes and identify inefficiencies.
- **System Development:** Create automated recall reminders within the EMR system, integrating email, or SMS notifications.
- **Pilot Implementation:** Test the recall system with a select group of patients for a limited number of weeks (e.g. two weeks), and track response rates.
- **Wider Rollout:** Expand the system for all recall reminders across departments.

Implementation Process

Phase 1

- **Step 1: Assessment Phase**
 - *Review clinic workflow and analyze percentage of qualified patients who are currently recalled*
 - *Conduct staff survey to understand the current process and related time commitment*
 - *Identify current challenges and potential gaps*
- **Step 2: Recall System Design**

- Define clear criteria for recall appointments. Consider:
 - Preventive care reminders (e.g., annual check-ups, vaccinations, cancer screenings).
 - Chronic disease management follow-ups (e.g., diabetes, hypertension, asthma monitoring).
 - Post-treatment follow-ups (e.g., wound checks, physical therapy progress reviews).
 - Missed appointment recalls.
- Create reports and set recall reminders
- If possible, leverage clinic EMR to automate:
 - Recall scheduling within the EMR system, triggered based on patient visit history and clinical guidelines.
 - Task assignment tracking for administrative staff to monitor upcoming recalls.
- Create clear, professional, personalized, and friendly messages to encourage patients to book their appointment. If possible, leverage other technology to reach patients through one of more of these channels:
 - Automated email reminders
 - Text message notifications
 - Phone call reminders
 - Online booking/patient portal notifications
- **Step 3: Pilot**
 - Roll out reminders to a small patient cohort for a limited period (e.g 2–4 weeks)
 - Monitor engagement and response rates.

Phase 2

- **Step 4: Clinic-Wide Deployment**
 - Expand the pilot to all/most of the clinic patients
 - Provide training and support for staff
 - Create FAQ for patients
- **Step 5:** Monitor and evaluate the impact and adjust as needed.

Anticipated Time Needed

- Approximately 15-24 hours

Highlights of Outcomes (To be filled by NP)

***Example outcomes:**

- *Preliminary data from the pilot phase showed identified 300 patients for preventative recall.*
- *75% of patients contacted scheduled their recall appointments within two weeks.*
- *Based on staff feedback, the process also reduces burden on staff and increase their efficiencies.*

Impact and Sustainability (To be filled by NP)

***Example:** *A recall reminder system is now integral to patient care, ensuring consistent follow-ups. Ongoing education boosts awareness of recall importance, while regular audits maintain efficiency and clinic alignment.*