

Complex Care Clinic (C3)- EDCHC

Who We Are

- Cameron Park (El Dorado County)
- 223 Active Patients
- 1 (w/plans to add satellite in Placerville)
- eCW

New Approaches Too Patient Retention

- Challenge: Historically speaking, 1 out of every 2 intakes follow up with an induction (i.e. initiation).
 - In evaluating this portion of our workflow, we wanted to determine if potentially increase overall patient retention.
 - 42% for Q1 Reporting Period (ATSH)
 - 58% for Q2 Reporting Period (ATSH)
- Ways To Potentially Improve:
- Intake assessment is now divided between RN Case Manger, LAADC and LCSW (if appropriate) .
 - We have the option to stretch the process out over 1-2 weeks in preparation for Phase 1 in our program.
 - We hope this will result in better overall treatment planning.
- Promoting warm handoffs to waived providers on day of intake.
- Working to increase same day inductions (same day as RN portion of intake).
 - Typically our patients do an intake then have a separate induction appointment.

Key Learnings and Challenges

- In recent months (June through August), we have seen about a 15% increase in patients who “convert” from intake to induction.
- Challenges:
 - Scheduling (Providers for WHOs, coordination of RNs, LAADC and LCSW).
 - Being prepared for the same day inductions (i.e. emergency situations).
 - Capturing accurate data from patients over the phone upon receiving referral.



Q&A and Discussion Questions

List 2 questions or challenges you want to discuss after your presentation with folks in the room (to promote cross sharing with peers).

1. Other strategies on retention?
2. Other challenges with retention?

