

Culture by Design: How Gulf Coast Center Brought Just-in-Time Rapid Access Psychiatry Scheduling to Life

Respondents: 32

	Average	5 - Strongly Agree	4 - Somewhat Agree	3 - Neither Agree Nor Disagree	2 - Somewhat Disagree	1 - Strongly Disagree
Indicate your level of agreement with the following statement: Overall, this session met my educational needs.	4.91	29	3	0	0	0
Indicate your level of agreement with the following statement: There was enough time spent on the subject matter.	5.00	32	0	0	0	0
Indicate your level of agreement with the following statement: The speakers were informative and kept my attention.	4.88	28	4	0	0	0

	Average	5 - Excellent	4 - Very Good	3 - Good	2 - Fair	1 - Poor
Rate the extent to which the course met the learning objective: Define the core components of Just-in-Time (JIT) Psychiatry Scheduling (i.e. Rapid Access Scheduling) and their functions in safety net mental health settings.	4.84	28	3	1	0	0
Rate the extent to which the course met the learning objective: Compare how Rapid Access strategies (including rapid access scheduling, real-time scheduling flexibility, and walk-in capacity) influence no-show rates and care continuity.	4.78	26	5	1	0	0

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Rate the extent to which the course met the learning objective: Apply methods for aligning JIT psychiatry workflows with organizational systems (including staffing, communication structures, and Mission, Vision, and Values).	4.84	28	3	1	0	0
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	Average	5 - Excellent	4 - Very Good	3 - Good	2 - Fair	1 - Poor
Rate the presenter's competence and effectiveness: M. Renee Valdez	4.84	27	5	0	0	0
Rate the presenter's competence and effectiveness: Felicia Jeffery	4.81	26	6	0	0	0
Rate the presenter's competence and effectiveness: Jessica Gentry	4.81	26	6	0	0	0

Please describe how your knowledge has changed regarding the learning objectives listed.
Good info regarding scheduling ideas
It addresses some of the things I've been apprehensive about.
Great presentation
Thank you for the ideas!!!
Agency attitude and philosophy are the foundation of changing.
I do like how they have integrated this across clinics and emphasized appointments with the providers
Good information on just in time model
This was an awesome presentation.
HIIT team for help with CQI plan
Implement some idea
Really appreciated the detail on myths and facts, and how implementation through a foundation of a culture and values allowed the Center to overcome barriers
Gained information to take back to my Center.
It didn't change.
Learned about JIT concepts overall.
great info
I was not aware that medication refills for missed appointments were built into JIT framework
I know more about JIT and the HIT Team.
Just in time is a great practice for LMHAs in obtaining better connections with those we serve.

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JIT overview was great
Decreasing the wait time from intake to first service is a great way to retain clients. Using a call center type model for scheduling is a new concept for me in CMHC.
Learned strategies for implementation of JIT scheduling and treatment engagement
Model for just in time care
I didn't know anything about JIT. Very informative
Will review the client letters they utilized and review the schedule to see what barriers there are
Helpful information around schedule design and implementation.
Learned a lot
understanding how important it is to catch the clients when then are in crisis. building that rapport as quickly as possible
What challenges could be faced
I don't feel like my knowledge has changed any.
Single leverage point.

As a result of attending this activity, what new skill or idea will you implement into your job or practice within the next six months?
Look at current process
We will revisit implementing JIT
Bringing home some ideas
Always room to improve
I will start conversations with medical director about this design
I will like to implement more of this at my own clinic
Research our data
I would like to take this to our team am as an option for our scheduling
add HIIT team for feedback when there is "noise in the hallway."
Working with staff
Leadership buy in
I would take the ideas back to the Center
Consider scheduling alternatives.
bring the info to my clinic
Moving to SD/ND across allclinics
Not sure yet.
not sure yet
Review our no show rate and existing scheduling workflows
Increasing appointment availability for staff to be able to reduce the turn around time for clients. This will require changes in scheduling process.
Strategies to increase successful engagement in treatment
Identify with clinic staff a strategy to decrease patient wait times
Not sure, will take the info back to my agency
Work closely with providers to have clients seen sooner as needed
Work to continue efforts when a plateau is encountered and being able to pivot when needed.
Scheduling
learning how to manage the schedule. and good care by helping the patient as soon as possible
Looking at how to implement across our agency
No new skills at this time
Rapid Access

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What topics would you like to see presented at future activities?
None
Continue this one!
None
Good info
More like these of how to get people to come to appointments
Outcome of just in time
Autism
Ethics
Psychopharmacology
Other ways to streamline intake process
Access and billing for clients who are out of network.
How the new workflow impacts care coordination would be helpful.
Use of interpreters in mental health encounters
Crisis Continuum of care utilization and the impact on reduction of inpatient hospitalizations.
more in depth on how the process works
I would enjoy more nurse ceu's opportunities
How to operationalize Rapid Access in different system types, esp when building a BH service line

Other Comments (Optional)
Thank you for the opportunity