



Remind & Recall

Implementing an Automated
Reminder / Recall System for IH

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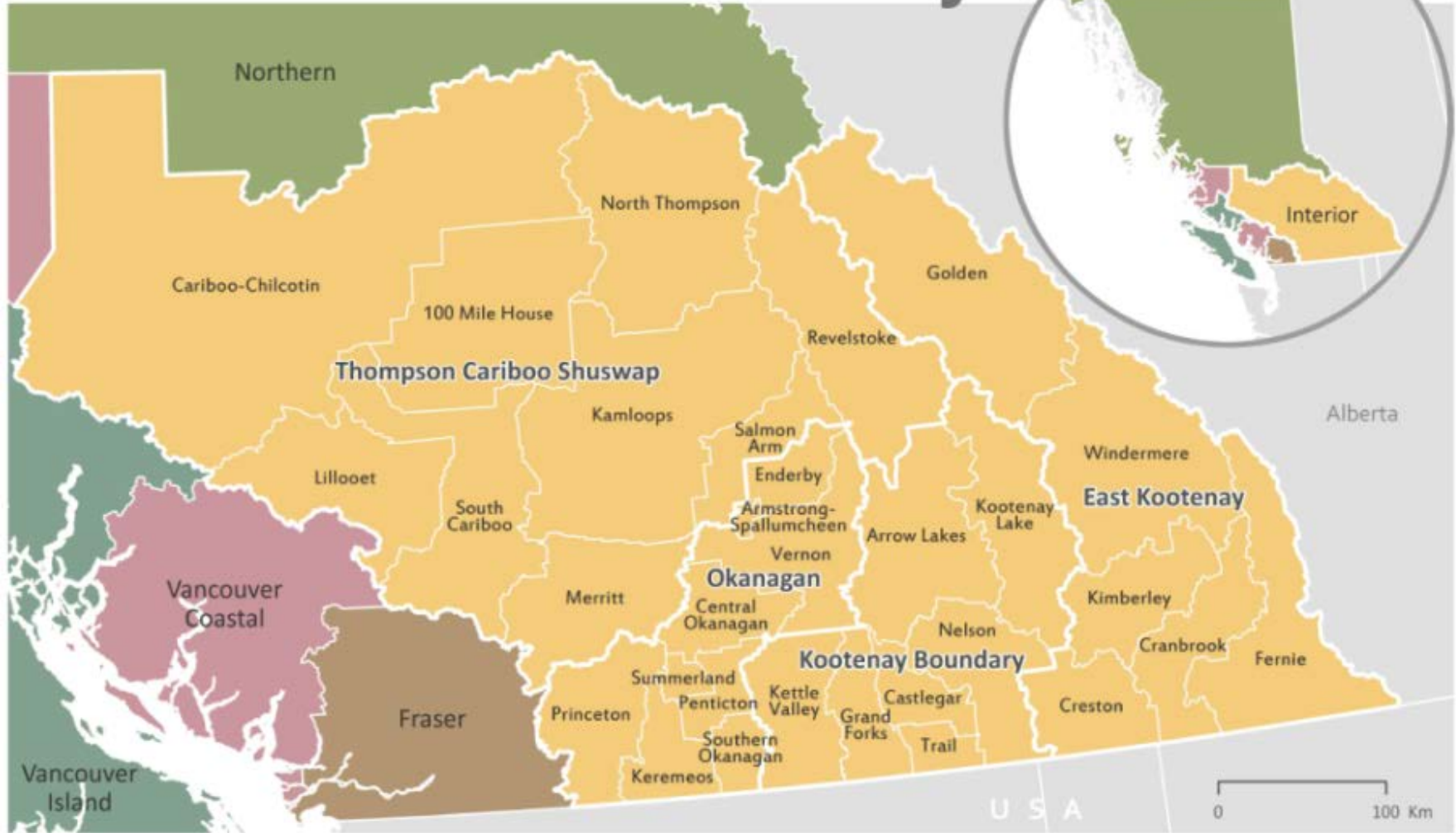
Interior Health
Every person matters

Objectives

To describe Interior Health's experience in implementing an automated immunization reminder / recall system.



Interior Health Authority



Three Phases

1. Use the system for **reminder phone calls** for booked immunization appointments.
2. Use the system for **recall audits** for clients who have missed a routine immunization.
3. Use the system with the client's **preferred method** of contact (phone call, email, or text).



Immunization Partnership Fund

Financial contribution from



Public Health
Agency of Canada

Agence de la santé
publique du Canada

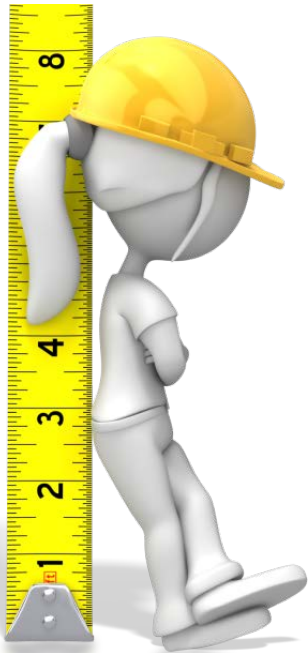
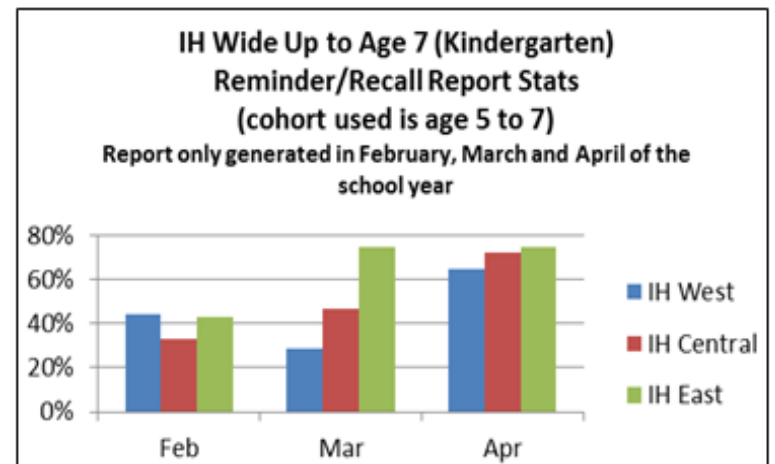
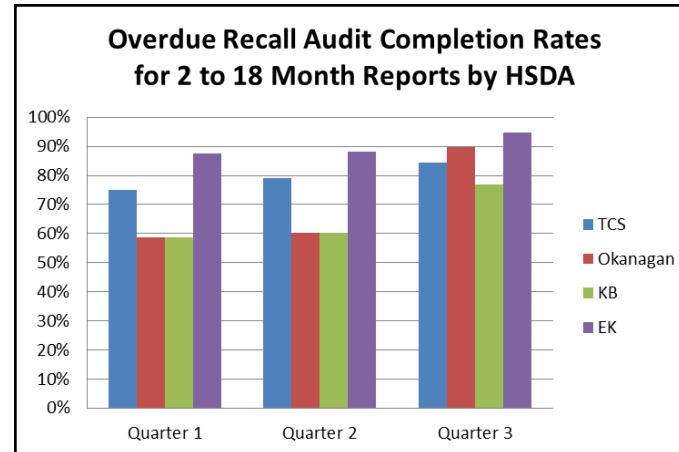
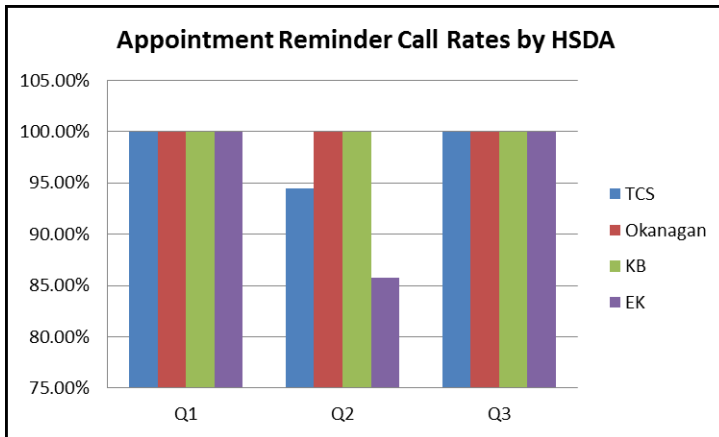
“The solicitation must contribute to improving immunization coverage in Canada by equipping HCPs with new tools For example, projects may include:

- Providing HCPs with methods of identifying patients that are under immunized and un-immunized and informing them of their status (e.g., registry reminders)”*

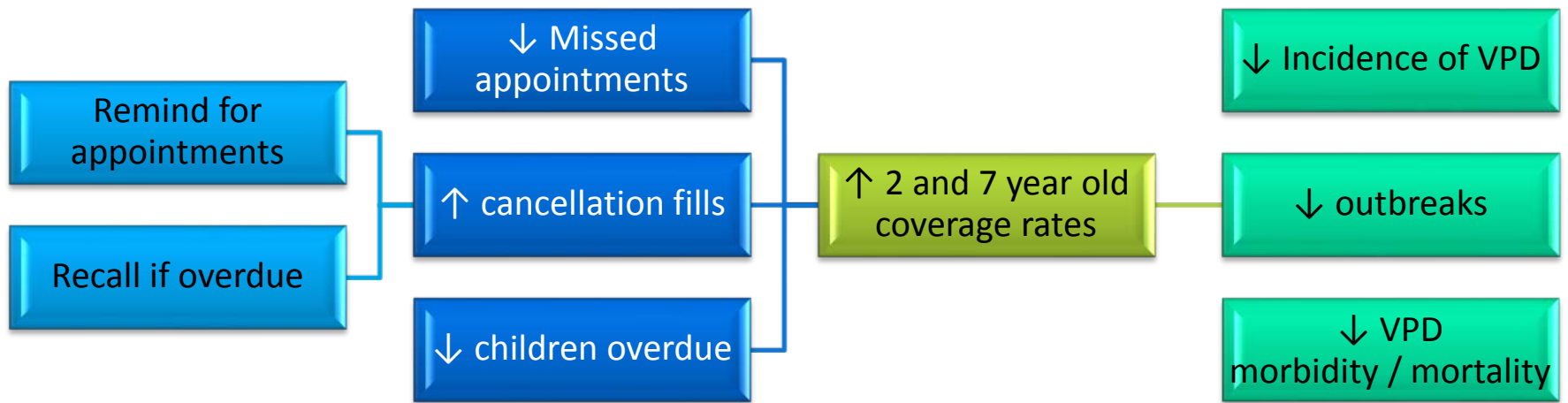


POPULATION
FOCUS

Why this project ?



Project Logic Model



EFFECTIVENESS



Aizan Rdl Out

- Trained 100 + staff across 40 public health offices.
- Provided just in time training sessions (WebEx) for staff the same day as go live.
- Provided support and resources (recorded videos, how to documents, one to one trouble shooting).



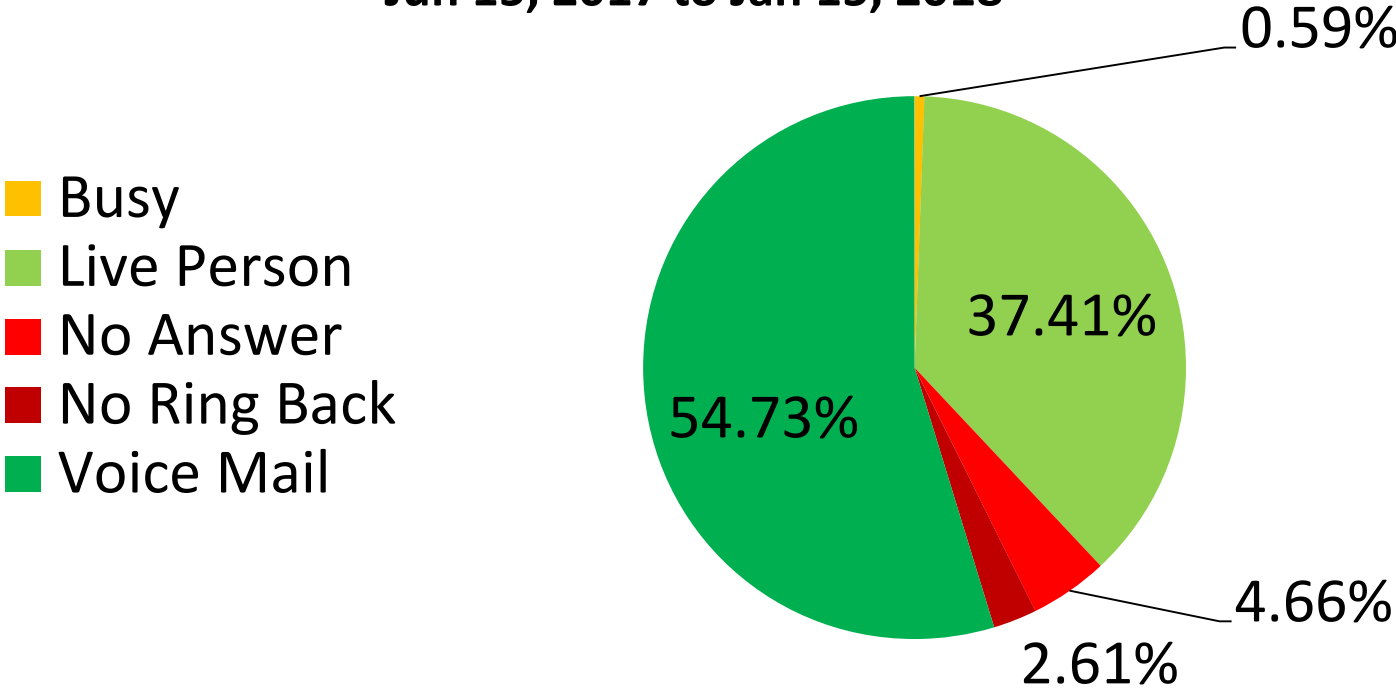
WORKLIFE



PHASE 1

Reminder Call Outcomes

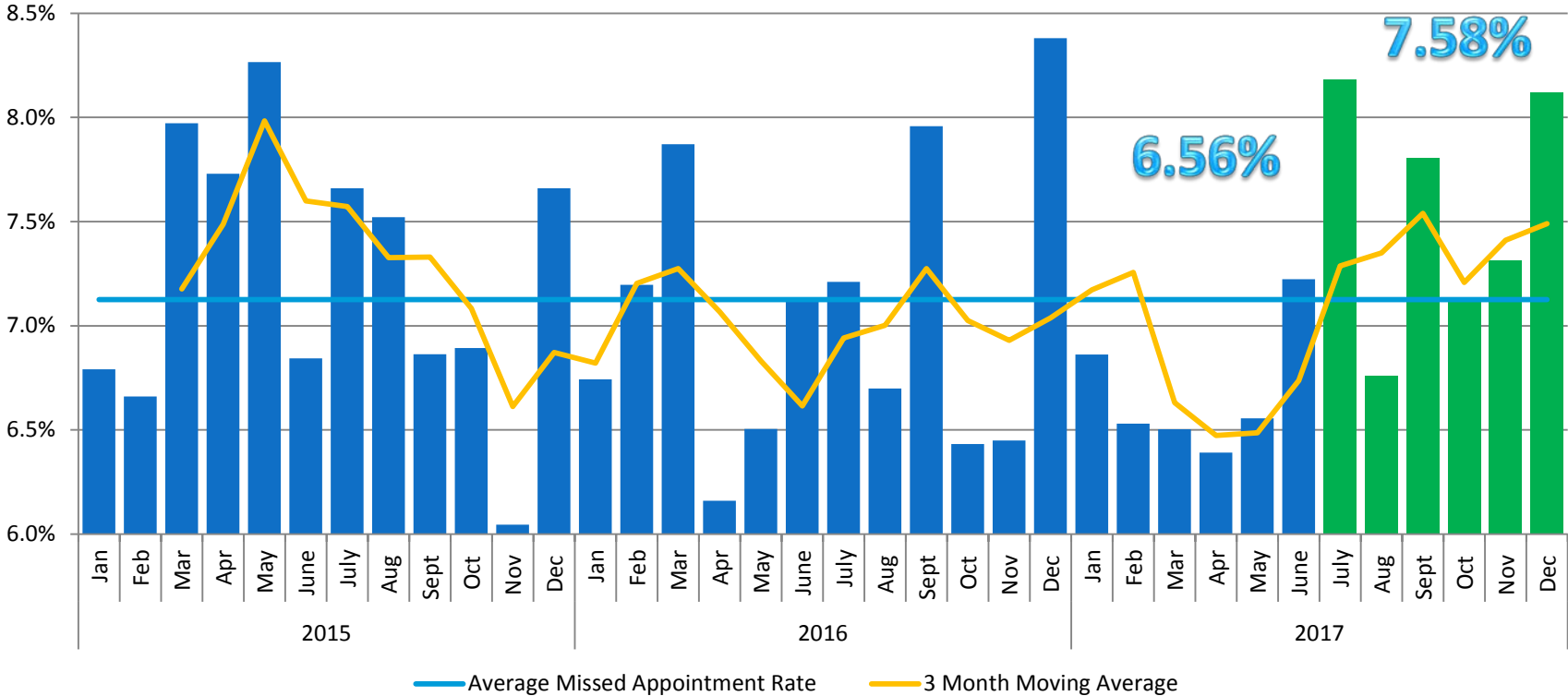
Jun 15, 2017 to Jan 15, 2018



92% of reminder calls are successful in reaching a live person or leaving a voice mail.

PHASE 1

**Missed Appointment Rate
Jun 15, 2017 – Jan 15, 2018**



Lessons Learned

- Dedicated project lead to lead change.
- Monitor compliance.
- Use feedback!
- Provide support through existing pathways.



- Appointment time is essential.

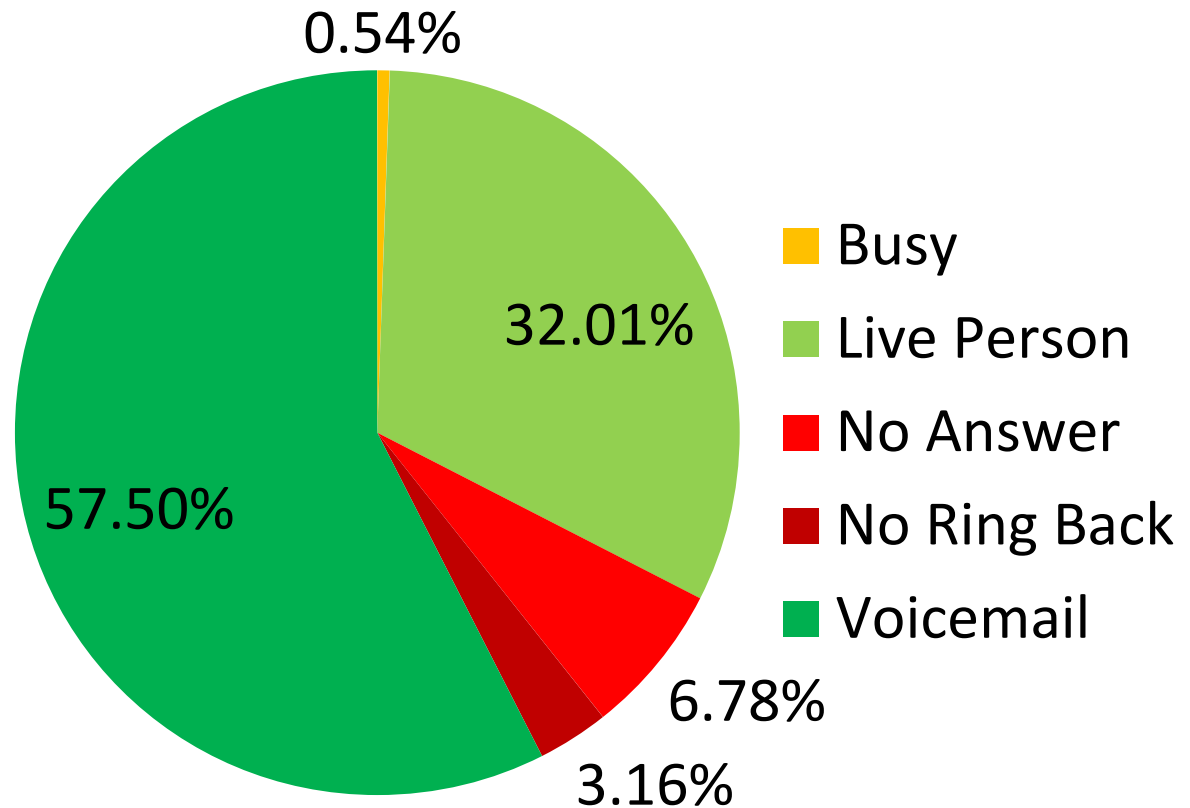
- Special use campaigns.



Phase 2

Overdue Recall Audit Outcomes

Oct 19, 2017 to Jan 15, 2018



89% of recall audit calls are successful in reaching a live person or leaving a voicemail.

Lessons Learned



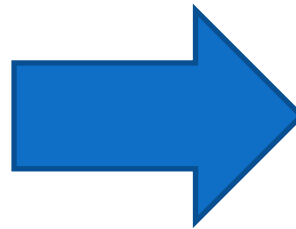
- Client contact information is less accurate with recall and special use.

- Monitor appointment wait times.



ACCESSIBILITY

Phase 3

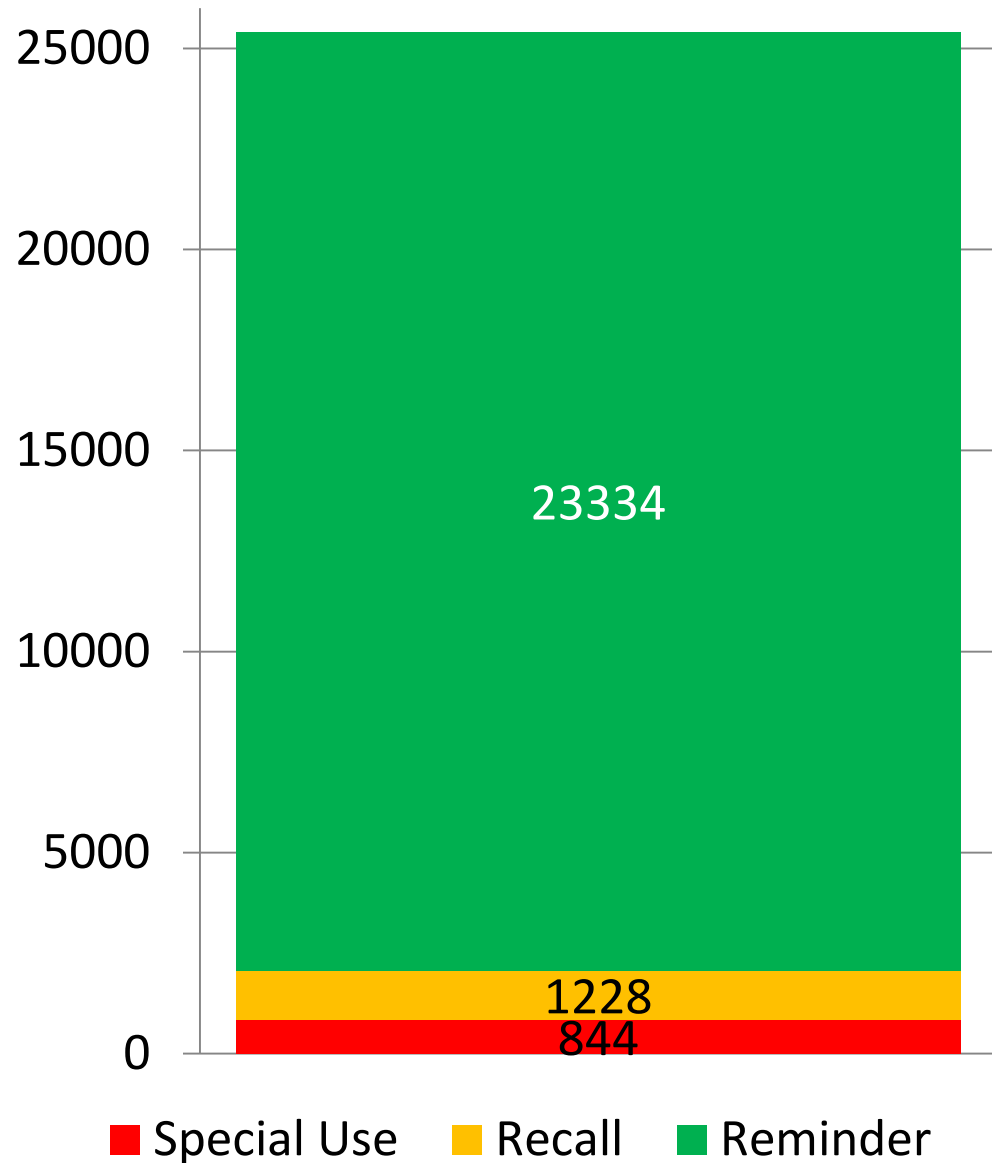


CLIENT-CENTRED
SERVICES

Call Volume

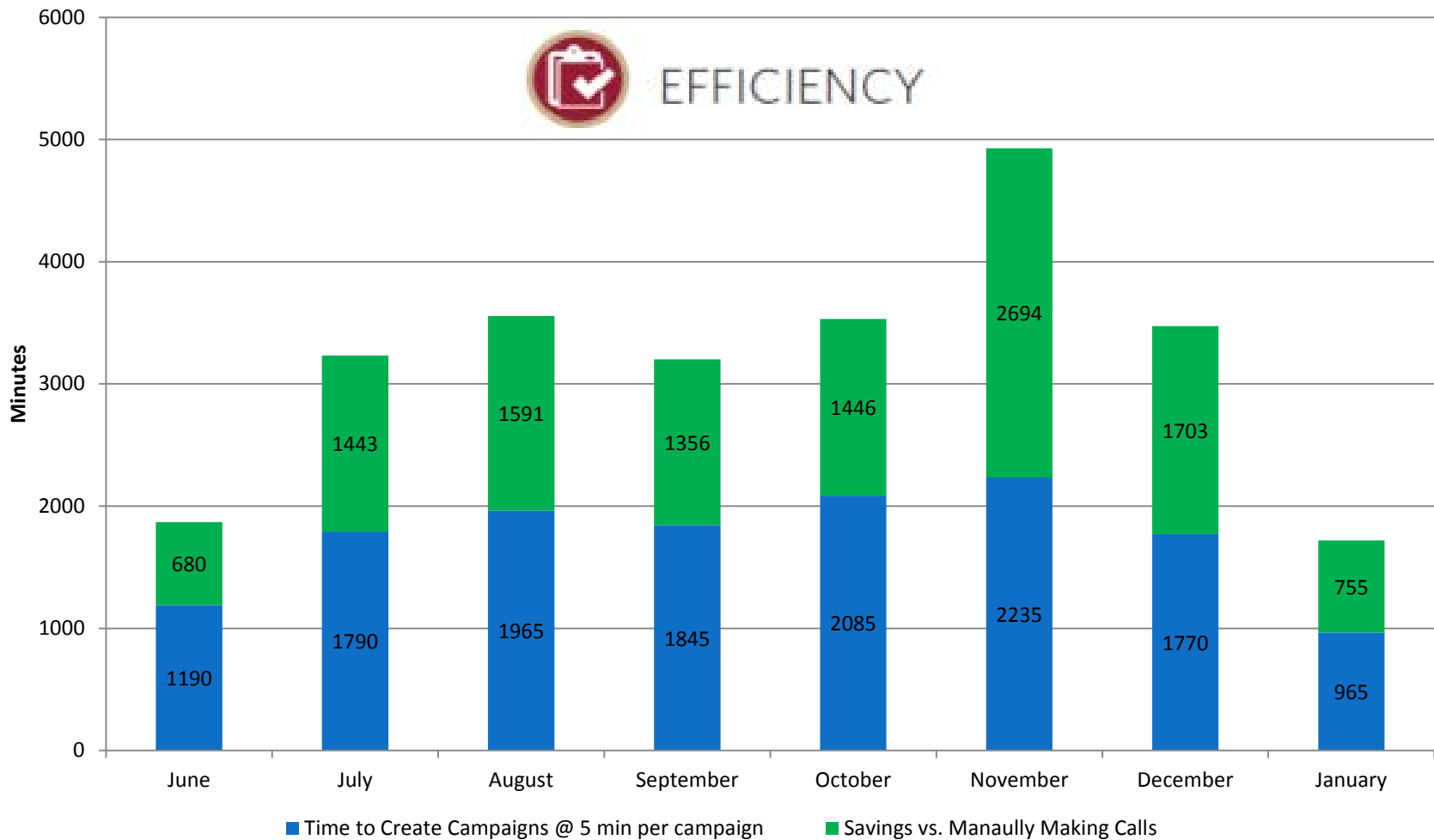
June 15, 2017 to January 15, 2018

Between
Jun 15, 2017 -
Jan 15, 2018
25,406
automated calls
were made.



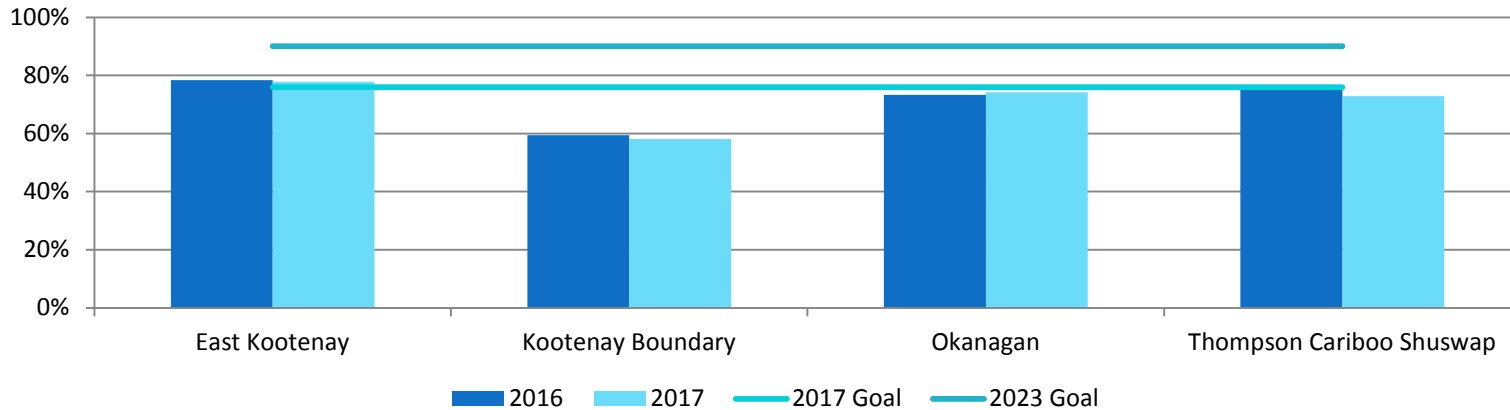
Avoided Time

194 hours and 28 minutes



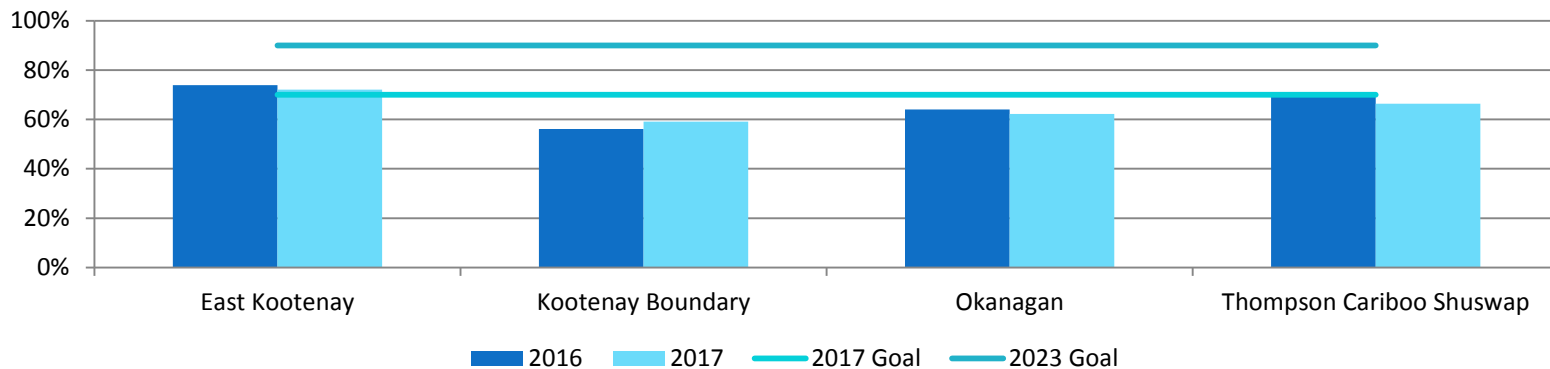
Outcomes

Immunization Coverage Rate Up-to-Date by Second Birthday



EFFECTIVENESS

Immunization Coverage Rate Up-to-Date by Seventh Birthday



Questions?

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