Remind & Recall
Implementing an Automated Reminder / Recall System for IH
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Objectives

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

Map of Interior Health Authority regions in British Columbia, Canada.
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).
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)
Why this project?
Project Logic Model

- Remind for appointments
- Recall if overdue

↓ Missed appointments
↑ cancellation fills
↓ children overdue

↑ 2 and 7 year old coverage rates

↓ Incidence of VPD
↓ outbreaks
↓ VPD morbidity / mortality

EFFECTIVENESS
Your child is due for immunization
Contact Public Health
Aizan Rdi 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).
PHASE 1

Reminder Call Outcomes
Jun 15, 2017 to Jan 15, 2018

- Busy: 0.59%
- Live Person: 54.73%
- No Answer: 37.41%
- No Ring Back: 4.66%
- Voice Mail: 2.61%

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

Average Missed Appointment Rate
3 Month Moving Average
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

- 57.50% Live Person
- 32.01% No Answer
- 6.78% No Ring Back
- 3.16% Voicemail
- 0.54% Busy

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.
Phase 3
Between Jun 15, 2017 - Jan 15, 2018 25,406 automated calls were made.
Avoided Time

194 hours and 28 minutes

<table>
<thead>
<tr>
<th>Month</th>
<th>Time to Create Campaigns @ 5 min per campaign</th>
<th>Savings vs. Manually Making Calls</th>
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<td>680</td>
<td>1190</td>
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<td>January</td>
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Questions?

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Thank you