SAMPLE RECALL PROCESS

3-6 Year Well Child Visit

Date Started: 9/7/17
Baseline Rate: 79.8% UTD
Goal: 85% UTD
QA Report Date: 12/11/17

Goal: All children are up to date with Well Child Visits ages 3,4,5 and 6

Procedure: Using the EMR data reporting tool:

1. Gather all active patients who were ages 3-6 years of age in the previous month.
2. Generate report on how many of those patients had a well check in the previous month.

This gives a cohort of children who are now 3-6 years old, and their well child rate.

For example, 103 children achieved 3 years of age in August 2017. 86 of them had a well child appointment by the end of August, giving a rate of 83.5% up to date. Seventeen children need to schedule. Recall notices are sent out to these children.

Well Child Rate Improvement Process

1. Gather all active patients who were 3-6 years of age in the previous month.
2. Exclude those who already have an appointment scheduled.
3. Recall those who need an appointment, with a message to contact the clinic to schedule their child’s well visit.
4. Run the same cohort again each month.
5. Recall those who still need to schedule.
6. Continue each month.