

AIDS RESOURCE CENTER OF WISCONSIN

GREATER WISCONSIN DENTAL SERVICES INITIATIVE

RETENTION TO CARE

STUDY DATA

Original number of patients enrolled in study.....72

*Eliminated 8 patients from study
(bad data, i.e. duplicate numbers)*

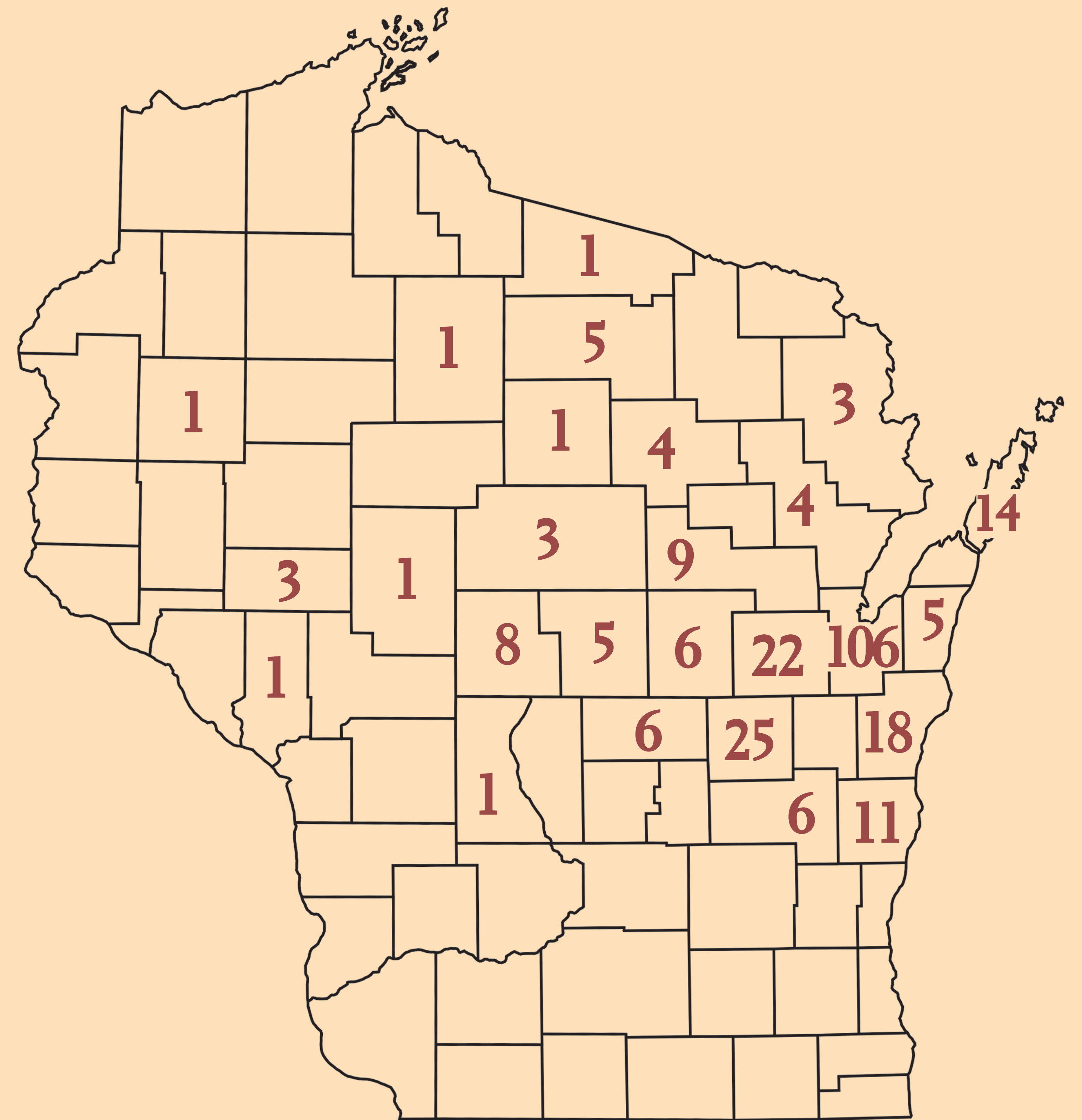
Current number of patients enrolled in study.....64

Number of patients with 6-Month Follow Up..... 59
Retention: 92%

Number of patients with 12-Month Follow Up..... 59
Retention: 92%

Number of patients with 18-Month Follow Up* 39
**In process* Retention: 61%

Number of patients with 24-Month Follow Up* 17
**In process* Retention: 27%



SITE DATA

Green Bay Clinic

Patients seen to date 272

Patients seen in the past year 193
Retention to Care: 71%

Sub-Contracted Care with treating dentist

Patients seen to date29

Patients seen in the past year29
Retention to Care: 100%

Reasons for Inactivating Care Organization Wide

1. Lost to follow up
2. Transferred care
3. Move out of state
4. Moved within state and transferred care
5. Incarcerated
6. Death

CHALLENGES

1. Retaining clients once treatment plan has been completed
Noted a higher incidence of cancellations for preventative/recall visits once urgent issues were resolved
2. Distance patients travel for care
3. Mobility of patients
Patients moving out of the service area/state

STRATEGIES FOR PATIENT RETENTION

1. Scheduling follow-up visit before patient leaves the clinic
2. Scheduling follow-up visit to coincide with another visit
i.e. appointment with case manager or behavioral health; now to include medical
3. Update contact information at each visit
4. Continue to contact patient in order to reschedule a missed or cancelled appointment
5. Helping to cover travel costs by providing gas cards to patients
6. Providing quality care while providing confidence to patient of our commitment to confidentiality