

**Priority:** Basic Needs

**Lead Agency:** Health Department

**Program Offer Type:** Support

**Program Contact:** Susan Kirchoff

**Related Programs:**

**Program Characteristics:**

**Executive Summary**

The Appointment & Information Center (AIC) is the gateway for service provision to clients, providing a telephone access point to link clients to Multnomah County Health Department Primary Care and WIC appointments, for telephone RN Triage, for resource referrals to other Health Dept. services, for interpretation and translation services, and for the development and management of health care access improvement activities.

**Program Description**

The Appointment and Information Center:

- Schedules medical, WIC, and Medicaid eligibility appointments, adhering to provider schedules and profiles.
- Provides information and referral for Multnomah County Health Department medical, dental and social services.
- Provides telephone nursing advice to MCHD patients 24 hours per day, seven days a week. Registered nurses, with the help of interpreters, assist clients in making sound healthcare decisions.
- Provides clinical interpretation in 50+ languages for all Health Dept. sites, as well as specialty clinics we have referred our patients to. Written translation services are also provided as requested by Health Dept. staff.

**Program Justification**

- AIC processes an average of 20,000 client calls per month. These are calls that would otherwise require handling by primary care and WIC clinic staff. This centralized function allows for greater efficiency, extended hours of service, focused education and training of operators, and consistent appointment scheduling practices.
- RN Telephone Triage and Interpretive Services are required to qualify for Oregon Health Plan clients.
- This program provides initial eligibility screening for OHP for new clients.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY05-06)	Current Year Purchased (FY06-07)	Current Year Estimate (FY06-07)	Next Year Offer (FY07-08)
Output	# of calls answered	220,000	0	227,000	228,000
Outcome	Reduction in ER referrals due to lack of appt availability	0	0	250	125
Quality	Percent of calls abandoned seeking primary care appointments	20.0%	0.0%	15.0%	10.0%
Efficiency	Waiting time to talk to a triage nurse (minutes)	4	0	5	3

**Performance Measure - Description**

 **Measure Changed**

Waiting time to talk with triage nurse: If clients wait too long to speak with a triage nurse they may not receive important medical advice which could result in not receiving care for a serious medical condition

Percentage of calls abandoned seeking primary care appointments: If clients wait too long on hold, they may opt to abandon the call and may not receive treatment or will self refer to the ER which can result in costly/unnecessary care.

Reduction in ER referrals due to lack of appointment availability: If clients have an urgent need and are not able to have an appointment in a reasonable timeframe, they are referred to the ER which results in higher cost medical care.

## Legal/Contractual Obligation

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2007	2007	2008	2008
<b>Program Expenses</b>				
Personnel	\$1,698,166	\$0	\$1,780,662	\$0
Contracts	\$212,416	\$0	\$289,150	\$0
Materials & Supplies	\$30,800	\$0	\$37,800	\$0
Internal Services	\$254,024	\$0	\$244,972	\$0
Subtotal: Direct Exps:	<b>\$2,195,406</b>	<b>\$0</b>	<b>\$2,352,584</b>	<b>\$0</b>
Administration	\$36,163	\$0	\$39,601	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	<b>\$36,163</b>	<b>\$0</b>	<b>\$39,601</b>	<b>\$0</b>
Total GF/non-GF:	<b>\$2,231,569</b>	<b>\$0</b>	<b>\$2,392,185</b>	<b>\$0</b>
Program Total:	<b>\$2,231,569</b>		<b>\$2,392,185</b>	
Program FTE	22.09	0.00	22.90	0.00
<b>Program Revenues</b>				
Program Revenue for Admin	\$0	\$0	\$0	\$0
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Explanation of Revenues

## Significant Program Changes

Last year this program was: #40012B, Clinical Infrastructure - Call Center