

### **Change Project # 1- Reducing Wait Time in the Waiting Room**

1. Did the changes that were implemented (new forms, alert system, etc) on December 17, 2012 make the process seem faster?
  
2. Did any of the clients comment on the new process? If so, what did they say?
  
3. What did you think of the new alert system? Did it make the process seem faster?
  
4. What did you think of the already prepared charts? Did it make the process seem faster?
  
6. What did you like about the new client registration form? Did it allow you to get all of the information you needed before calling the client? (Ex. Know if they qualify for the services they need)
  
7. What did you like about the detox assessment form? Bio-Psych social assessment form? Treatment care plan form?
  
8. If you could make three changes, what would they be?
  - 1.
  - 2.
  - 3.
  
9. Did you remember to indicate the time chart was received? If no, why not?
  
10. Any other thoughts?