

Welcome!

We are so glad you are here!

We will get started shortly.
In the meantime, we invite you to intentionally enter this space.



Silence your cell phone



Stretch



Close the door



Take a few deep breaths



Close browser windows



Emotionally release your to-do list



Check your audio and video



Take a bio break

Networking Café

Client Retention, Cancellations, and No-Shows

Wednesday, June 8, 2022 || 1:00pm – 2:00pm ET

NICHQ
National Institute for
Children's Health Quality

HEALTHY
start
TA & SUPPORT CENTER

Client Retention, Cancellations, and No-Shows

Networking Café

WEDNESDAY, JUNE 8, 2022

1:00PM — 2:00PM ET

THE HEALTHY START TA & SUPPORT CENTER IS OPERATED BY THE NATIONAL INSTITUTE FOR CHILDREN'S HEALTH QUALITY (NICHQ). THIS PROJECT IS SUPPORTED BY THE HEALTH RESOURCES AND SERVICES ADMINISTRATION (HRSA) OF THE U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES (HHS) UNDER GRANT NUMBER 1 UF5MC327500100 TITLED SUPPORTING HEALTHY START PERFORMANCE PROJECT.

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Agenda

Housekeeping

Tess Pritchard
HEALTHY START TA &
SUPPORT CENTER
(TASC)

Welcome & Introduction

Tess Pritchard

**Discussion about Client
Retention, Cancellations,
and No-Shows**

All

Wrap-up

Tess Pritchard





THIS SESSION IS BEING RECORDED.



ALL PARTICIPANTS ARE MUTED UPON ENTRY. WE ASK THAT YOU REMAIN MUTED TO LIMIT BACKGROUND NOISE.



PARTICIPANTS ARE ENCOURAGED TO SHARE COMMENTS AND ASK QUESTIONS USING THE CHAT BOX.



Welcome & Introduction

Tess Pritchard

HEALTHY START TA & SUPPORT CENTER

*NETWORKING CAFÉ: CLIENT RETENTION, CANCELLATIONS, AND NO-SHOWS
HOSTED BY THE HEALTHY START TA & SUPPORT CENTER AT NICHQ*

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Café Purpose



To provide a designated time and space for grantees to:

- CONNECT WITH EACH OTHER AND REFLECT ON A SPECIFIC TOPIC
- PRACTICE INTENTIONAL CONVERSATION
- SHARE AND HEAR THE EXPERTISE AMONG THE 101 GRANTEES
- DISCUSS STRATEGIES TO ADDRESS CHALLENGES AND BARRIERS



Café Goal

CLIENT CANCELLATIONS AND NO-SHOWS ARE COMMON, AND A SOURCE OF FRUSTRATION FOR HEALTHY START STAFF. FREQUENTLY CANCELLED APPOINTMENTS RESULTS IN LOST TIME AND EFFICIENCY, CAN INCREASE COMPASSION FATIGUE AMONG STAFF, AND CAN REDUCE THE ABILITY OF PROGRAMS TO ACHIEVE THEIR GOALS.

WE'D LIKE TO USE TODAY'S TIME TOGETHER TO **explore your experiences** WITH THIS ISSUE AND **solutions that other grantees can use to reduce this challenge.**

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Café Guidelines



- **Listen** TO UNDERSTAND
- **Focus** ON WHAT MATTERS
- **Contribute** YOUR THINKING
- **Link & Connect** IDEAS
- **Have fun!**

NETWORKING CAFÉ: CLIENT RETENTION, CANCELLATIONS, AND NO-SHOWS

Introductions

In the chat box, please share your

- NAME
- HEALTHY START PROJECT NAME AND LOCATION
- ROLE OR TITLE



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A woman with long dark hair, wearing a pink cardigan over a white striped tank top, is sitting in a chair and holding a baby. She is gesturing with her right hand as if in conversation. The baby is wearing a white outfit and a yellow headband. In the foreground, the back of a person with curly hair is visible, looking towards the woman. The background shows a window with a view of a city.

Discussion

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What has your experience been with client cancellations and no-shows through COVID?

Have there been any changes now that many services are being held in person again?



Have you noticed any trends related to no-shows and cancellations?

For example, is there a specific stage of the continuum of care where you see more cancellations, or client backgrounds that seem to result in higher no-shows?



What tools and strategies do you use to help decrease the number of client no-shows or cancellations?

How do you communicate to clients the importance of respecting your time?

How long, on average, do clients stay enrolled in your Healthy Start program?

How long do you leave a client “enrolled” if they are being unresponsive?

What date do you use to close the “case” - the date you last saw them or the date you last attempted contact?

**Any final thoughts on how to
increase client retention and
decrease cancellations and no-
shows?**

Satisfaction Survey

*YOUR FEEDBACK IS EXTREMELY VALUABLE AND WILL HELP
ENSURE OUR OFFERINGS MEET YOUR SUPPORT NEEDS!*

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Upcoming Deadlines & Events

Document can be found on the EPIC website or
at bit.ly/hs-deadlines-and-events

June 2022

Deadlines:

June 15 HSMED-II Report (CSV or XML) Due

Events:

June 6 [IHE Action Plan Grantee Showcase Session #2](#)

June 7 [The Equity Table: Fatherhood in the Age of Mass Incarceration](#)

June 8 [Networking Café: Client Retention, Cancellations, and No-Shows](#)

June 8 National Partnership for Community Leadership (NPCL) Conference

June 9 National Partnership for Community Leadership (NPCL) Conference

June 14 [Fatherhood Talk Tuesday](#)

June 22 24/7 Dads Training

June 30 Fatherhood Evaluation Workshop



Thank you !

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