

# Reduction of DNA Rates

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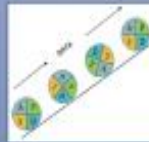
Reducing DNA rates for those requiring Level 2 support from the Autism Intervention Service



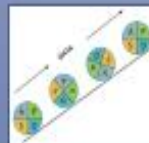
Aim of our project is to reduce the DNA rate by 30% by May 2020



Change ideas: Partial Booking process, Change of time and Venues, Phone call and text reminders



- PDSA 1
- Identify DNA rate & collate DNA reasons



- PDSA 2
- Implementation of Partial Booking Process



- PDSA 3
- Reminder phone call 2 days before appointment at workshop



Waiting list on PARIS

Partial Booking letters and appointment letters

Reports

Getting feedback from parents for questionnaire

Time pressures

Measures – Number of Level 2 workshops, Number of DNA's & Number of complaints



Referral rate continues to be on the increase  
Partial booking process not fully implemented



In line with IEAP roll out partial booking  
Review of time slots for workshops  
Waiting Lists on PARIS Letters  
Text Reminder