

# Public Health Services

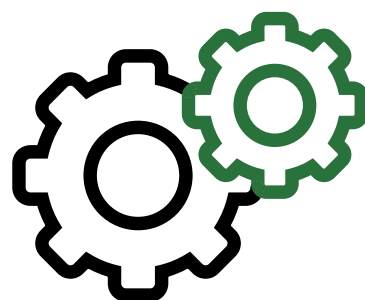
## Immediate Response For Clients

### Problem



Response time for low acuity referrals on average was delayed as many as 11 days.  
Response time for high acuity referrals on average was delayed more than 2 days to contact clients.

### Solution



Reduced number of staff to process referrals.  
Educated and outreached to referring parties and agencies on eligibility criteria to reduce duplicate/inappropriate referrals.  
Monitored referrals to identify delays to improve process.  
Implemented 100% electronic referrals with all agencies to increase timeliness.

### Results



Low acuity response time reduced by  
**2 DAYS / 83% IMPROVEMENT**  
High acuity response time reduced less than  
**1 DAY / MORE THAN 50% IMPROVEMENT**  
Saved on average  
**308 HOURS**  
of staff time.