

# Top 5 Signs You Are Not Maximizing Just In Time (JIT)



## 5

### NO-SHOW / LATE CANCELLATION RATE ABOVE 7-10%

Disconnects between schedulers and prescribers lead to mixed messages to consumers, and appointments that are more than 3-5 days out. Managers should periodically check schedules to prevent "slippage," which **undermines the reduction of no shows** that JIT generates.



## 4

### SCHEDULING BEYOND 3-5 DAYS FOR PRESCRIBER APPOINTMENTS

Some people think moving an appointment out a few extra days is no big deal. Wrong. It will result in an **increase in no-show rates**. It also **breaks your promise to consumers** to get them in quickly.



## 3

### ENCOUNTERING CAPACITY CHALLENGES

JIT increases the number of individuals seen at an agency. So staffing capacity must be set accordingly and regularly adjusted to reflect changes in staffing and programs. Reverting to scheduling and/or calling in prescriptions **erodes the effectiveness of JIT**.



## 2

### STILL CALLING IN MED REQUESTS

In most circumstances, the consumer must be seen in-person or via teleconference to obtain a prescription. Calling in a prescription without the in-person NSNAP (No Show Needs a Prescription) appointment **ignores best practices and reinforces negative behavior**.



## 1

### RESCHEDULING NO SHOWS

The appropriate response to a no show is a NSNAP appointment, not rescheduling for a full-length standard appointment. Rescheduling **reduces your ability to maintain capacity** in the system!

