In-Home Assessment Visit Scheduling & Required Outreach Guide

This is a reference tool to illustrate the approximate volume of outreach calls needed to attain the necessary volume of completed in-home assessment (or office) visits.

In the example below, we are assuming 65% of the targeted members for a visit either answer the phone or return the call. From that subset, 40% will schedule a visit. Once scheduled, an 85% arrival rate is assumed with 98% of the members completing the visit. The rates are approximations only and will vary depending upon geographic location and your organization's historical data.

Targeted Volume of Unique Member Calls		Reach Rate[1]		Scheduling Rate[2]		Arrival Rate[3]		Completion Rate[4]
		65%		**40%**		**85%**		**98%**
1,000		650		260		221		217
1,500		975		390		332		325
2,000		1300		520		442		433
2,500		1625		650		553		541
3,000		1950		780		663		650
3,500		2275		910		774		758
4,000		2600		1040		884		866
4,500		2925		1170		995		975
5,000		3250		1300		1,105		1083
5,500		3575		1430		1,216		1191
6,000		3900		1560		1,326		1299
6,500		4225		1690		1,437		1408
7,000		4550		1820		1,547		1516
7,500		4875		1950		1,658		1624
8,000		5200		2080		1,768		1733
8,500		5525		2210		1,879		1841
9,000		5850		2340		1,989		1949
9,500		6175		2470		2,100		2058
10,000		6500		2600		2,210		2166
10,500		6825		2730		2,321		2274
11,000		7150		2860		2,431		2382
11,500		7475		2990		2,542		2491

1. Reach Rate: Success rate of a member to answer the outreach call. Excluded from Reach Rate include wrong or missing phone numbers, or calls sent to voicemail (and subsequently no call returned).

2. Scheduling Rate: Success rate of a member scheduling a visit.

3. Arrival Rate: Success rate of a member arriving to the visit, or the inverse of the no-show and cancellation rate combined.

4. Completion Rate: Success rate of a member completing the visit.