Call & Check Program is Enhanced by the Role of Postal Workers

Postal worker training includes an overview of how the service operates and a basic list of "Things to Look Out For!"

- Irrational or Confused Behavior
- Signs of Deterioration
- Signs of Heart Attack

Postal workers made over two visits per week in the first week of the program, much higher than expected.

Visits: 3 visits/week
Time spent: 5 mins
Cost per postal worker: $100

New Roles:
- Check in on frail elderly
- Pick up/deliver Rx
- Appointment reminders

Postal workers have a variety of roles and responsibilities.

In addition, participating postal workers said that it gave them greater job satisfaction.

Call & Check to face some challenges. Also, limited knowledge and participation among local health professionals.

A unique postal check-in program might or might not work in the U.S., but the Jersey Post experience reminds us that when it comes to improving the delivery of health care, it is sometimes important to think outside the mailbox.