

F6_Staff Mediated Reminder Calls: Reducing Pediatric Cardiology Outpatient Nonattendance

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Background & Significance Appointment adherence is essential to providing high-quality healthcare. However, missed appointments are common in the outpatient setting. Nonattendance has been shown to decrease quality of care, reduce revenue, and increase healthcare burdens.

Problem A pediatric cardiology clinic identified a 18% nonattendance rate.

Purpose This quality improvement project implemented staff mediated reminder calls to reduce the nonattendance rate at an urban pediatric cardiology clinic.

Methods The project team consisted of a Quality Improvement Project Lead (QI-PL), two scheduling specialists, and a nurse practitioner (NP). Scheduling specialists called patients with an appointment reminder 3-7 days prior to their appointment using a standardized reminder script. Staff assessed for and addressed barriers per clinic policy. Outcome measures were nonattendance and reminder call compliance. Additional data was collected attendance barriers.

Results The average nonattendance rate after implementation was 12.02%. This was a 33.22% reduction from the pre-implementation nonattendance rate of 18%. Call compliance averaged 80.55%.

Conclusions Staff mediated reminder calls are a feasible solution to nonattendance.

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