

## Background

- Nonattendance or a no show is commonly defined as a missed patient appointment without any prior notification.
- Nonattendance at appointments can delay care and decrease quality of care, efficiency, and patient/provider satisfaction.
- Nonattendance rates range from 13.2% to 43% (mean 23%) globally.
- The U.S. healthcare system loses approximately \$7 million dollars for every 67,000 no shows.

- A pediatric cardiology clinic within a large urban academic center identified a nonattendance rate of 18% despite an existing automated reminder system.
- Of the patients who go on to attend appointments, 60% confirm their attendance through the automated reminder system. However, of those who do not show up 33% also confirm their attendance.

## Purpose and Goals

**Purpose** To implement a protocol for staff mediated appointment reminders to reduce the nonattendance rate at an urban pediatric cardiology clinic.

**Outcome Goal** Decrease nonattendance rate by 20% (Goal rate of 14.4% from 18%)\*.

\*This goal was created based on the results of Parikh et al.

## Methods

**Setting** Outpatient pediatric cardiology clinic serving approximately 3,000 patients annually.

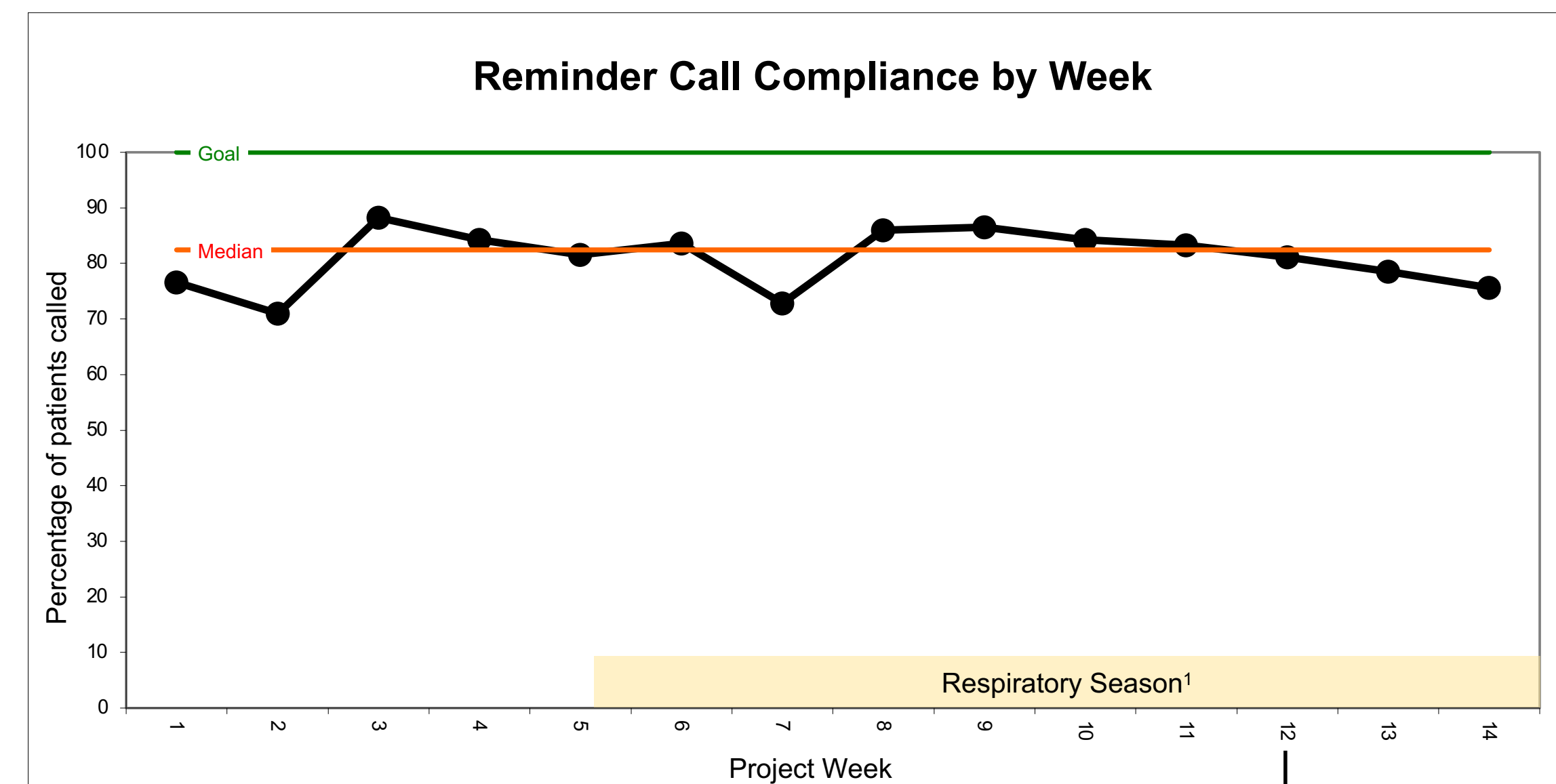
**Population** All patients receiving outpatient services at the clinic's downtown location. Catheterization and stress test patients were excluded.

### Intervention

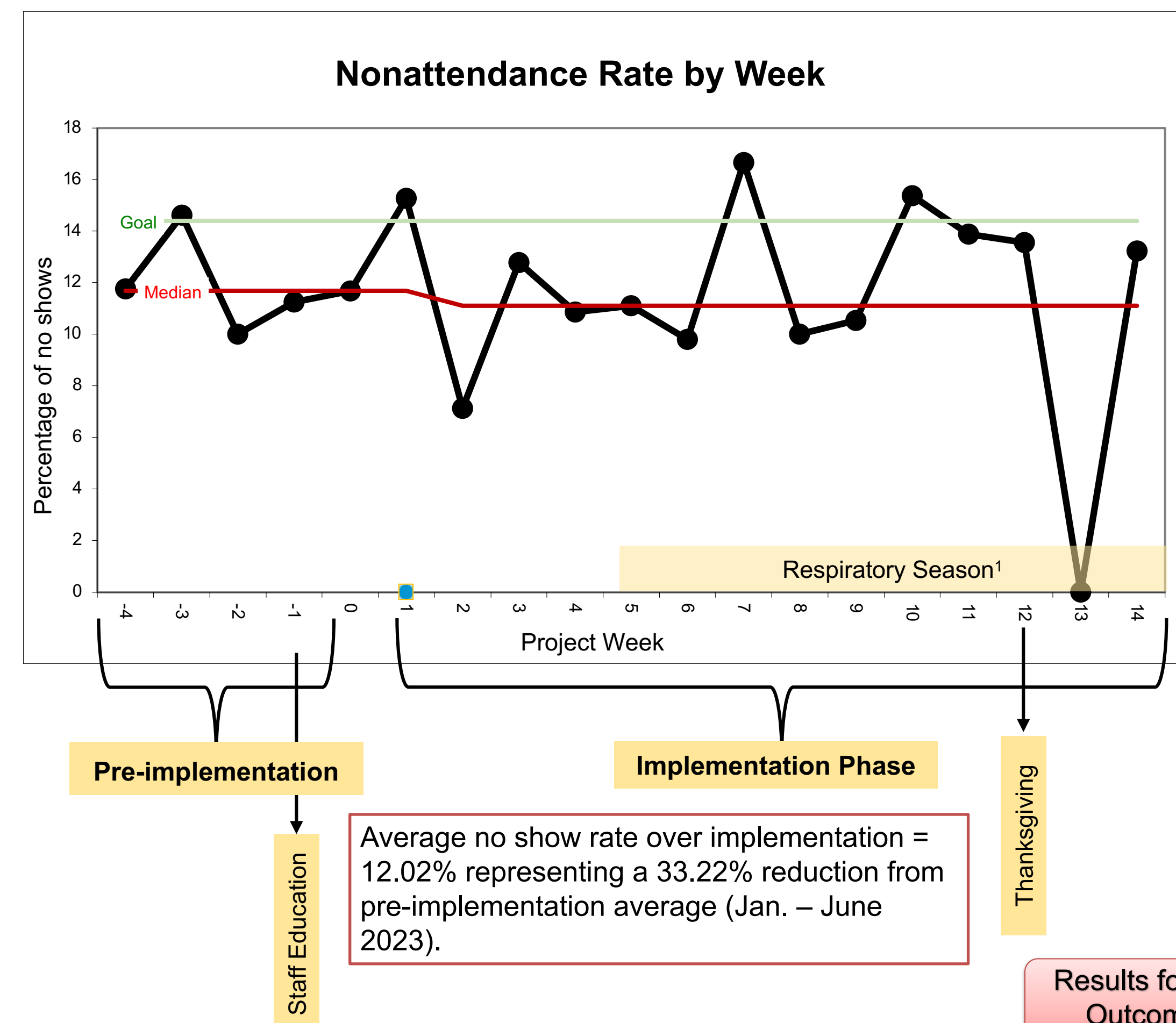
- 100% of staff received education on the script, attendance barrier assessment, and simple barrier troubleshooting.
- Staff called patients prior to their appointment following a standardized script.
- The call schedule, calls and their outcomes were recorded on paper logs.

**Data Collection** Data was collected via weekly chart audit and paper logs that were logged into REDCap.

## Results



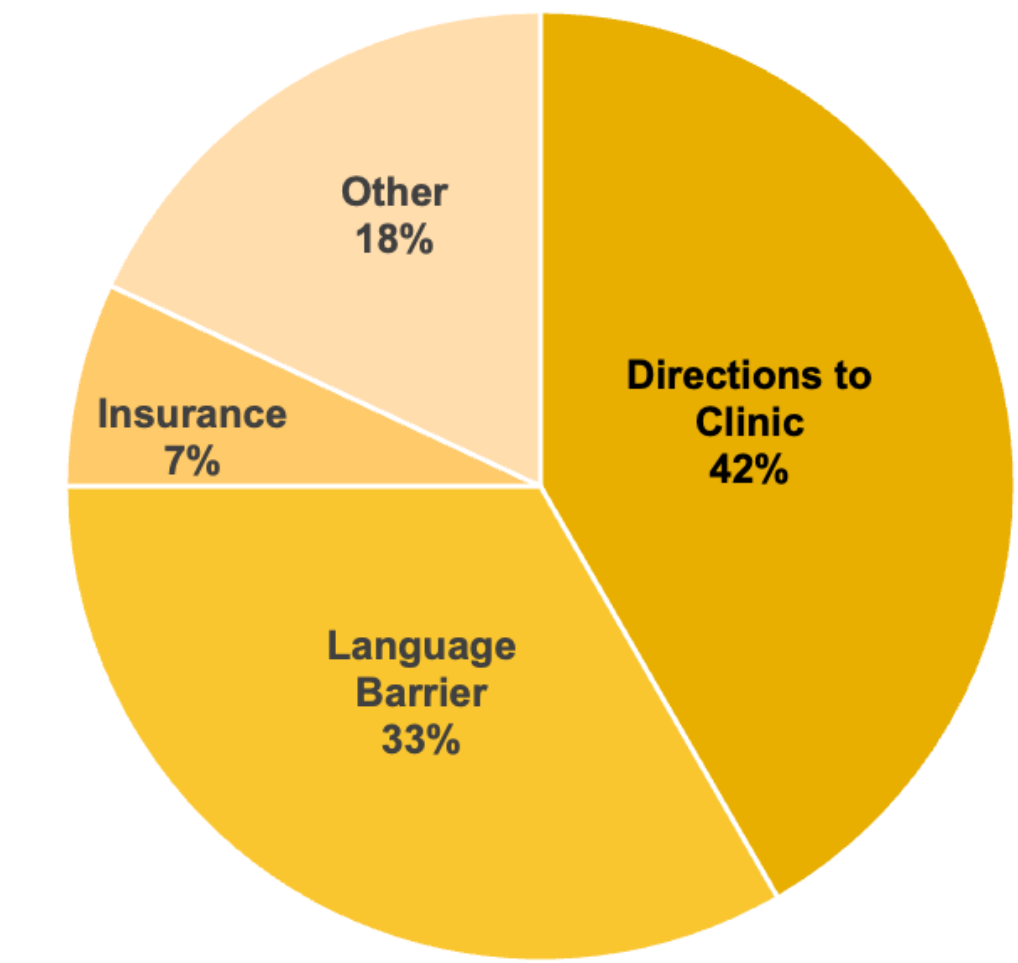
n= 905 phone logs (729 = received call attempts and 176 = not called). Of the 176 patients not called 126 (71.59%) had appointments added on after the initial call sheet was printed



Average no show rate over implementation = 12.02% representing a 33.22% reduction from pre-implementation average (Jan. – June 2023).

Results for Call Outcomes

## Barriers to Attendance



Other: Hospitalization (4.17%), Other Medical Appointment (2.78%), Disability Access (2.78%), Work/School Commitments (2.78%), Transport from Medical Facility (1.39%), Juvenile Detention, Out of State (1.39%), and Illness (1.39%).

## Discussion

- Average Nonattendance Rate was 12.02%. Project goal of 20% reduction in no shows was met.
- Goal of 100% call compliance was not met.
- Existing personnel resources were able to be allocated towards this project reducing the financial and resource investment.

### Limitations

- Short project planning time.
- Use of paper logs.
- Patients often had incorrect contact information and other barriers to contact.
- 4 additional provider clinics were added immediately before or during the implementation of this project.

## Conclusions

- This project reconfirms existing evidence that staff mediated reminder calls can improve nonattendance/no show rates.
- Staff mediated reminder calls are a feasible solution to nonattendance.
- Staff mediated reminder calls require personnel resources that other solutions such as automated SMS messaging do not.

## Additional Results

## References and Acknowledgements

