

NO SHOW – OH NO!

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Background Information related to the problem identification:

When patients do not keep their scheduled appointments in Pre-Admission Testing it results in financial loss and poor efficiency. This affects staffing and/or an inability to accommodate physician requests for patient appointments.

Objectives of project:

- Identify who, when, and why patients do not show up for appointments
- Analyze results to find themes to determine an action plan
- Discuss improved communication strategies with secretaries and office schedulers
- Compare pre and post strategy results for further action

Process of Implementation:

No Shows were tracked for a period of six weeks prior to and six weeks after strategies were implemented. A secretary was coached to use scripting for appointment reminder phone calls. A letter was drafted for office schedulers describing improvement goals including an appointment notice for patients with contact information for appointment cancellation. Communication was recognized as a catalyst for improvement.

Statement of the successful practice:

The team leader learned that both pre and post action plan female patients between the age of 26 and 49 were most likely to not show up for a morning appointment. The most common reason to not show up for an appointment was interference with work schedule.

Implications:

Pretesting departments should consider women between the ages of 26 and 49 when scheduling pre-testing appointments. Flexibility with this patient population may provide better attendance and improved schedule effectiveness. Audits will be ongoing after implementation of a plan to meet the needs of this patient population.