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Business Unit: Randall Street Medical, PC

Problem / Opportunity Statement:

The staff realized the negative effect that patient No Shows had on the organization. No Shows affected lost time as it related to patient care and monetary loss of patient care revenues. Approximately six of every thirty visits were No Shows. This represented approximately twenty percent of the daily visits. Of these No Shows the staff estimated a large percentage of No Shows were from repeat offenders. [The national average for missed daily visits is 20% according to tinehealth.com].

Goal: Within the next 90 days, reduce No Show visits to three of every thirty patient visits. This would be a fifty percent reduction in No Shows and represent approximately ten percent of patient visits.

Significant Changes: (limited info is provided to protect customer)

- Meet with staff to:
 - Analyze the effect on the current system from the No Shows.
 - Analyze current system tracking for No Shows.
 - The utilization of the Electronic Health Record (EHR) system as it relates to tracking No Shows.
 - Identify current causes of patient No Shows:
 - Patients forget.
 - Patients don't have the money.
 - Patients are afraid.
 - Patients have last minute conflicts.
 - Discuss the appropriate range of No Shows based on type of visit, ex. chronic vs. acute.
- Develop a system to track No Shows patients through the EHR system.
- Develop a communication link between the patient and clinic to avoid No Shows:

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- Patients visit reminders, texts, email, or phone calls.
- Verification of patient demographics
- Develop a Clinic No Show policy system based on standards of care.
 - Call prior No Show patients. Patients that have a No Show within a six-month period. These patients must respond to patient visit reminders, texts, email, or phone calls to avoid cancellation of their patient care visit.
 - Patients must inform the clinic of No Shows prior to visits.
 - If patients No Show more than one time in a six-month period the patient will be dismissed from the practice.
 - Follow up with the patient as to the reason for the No Show and inform the patient of the excessive No Show policy regarding dismissal. Let these patients know that they must respond to patient visit reminders, texts, email, or phone calls to avoid cancellation of their next patient care visit.
- Meet with physicians and staff to:
 - Go over the new No Show systems relevance, reliability, and measurability.
 - Get acceptance and buy-in of new No Show system.
- Implementation of new No Show system.

Realized ROI:

Customer Experience: Decreased No Show visits to three of every thirty visits.

Staff Experience: Increased staff morale as it related to patient wait times.

Financial Benefit: Increased clinic revenue by ten percent.

Time Savings: Increased patient care time by ten percent.

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