**Project Overview:** Reducing Patient No-Shows for Enhanced Healthcare Delivery

**Business Unit:**

Randall Street Medical, PC

**Detailed Problem / Opportunity Statement:**

Randall Street Medical, PC grappled with the ramifications of patient No Shows on both healthcare delivery and organizational revenue:

1. **High No-Show Rate:** Approximately 20% of daily patient appointments resulted in No Shows. Intriguingly, a substantial portion of these No Shows came from recurrent defaulters.
2. **Revenue and Patient Care Impact:** These No Shows not only led to potential revenue loss but also translated into unutilized patient care hours.

Given that the national average for missed daily appointments stands at 20% (as per tinehealth.com), there lies a clear opportunity to optimize our appointment system, enhancing both revenues and patient satisfaction.

**Project Goal:**

Aim for a 50% reduction in No Show rates, targeting only three No Shows per thirty patient visits within the next 90 days.

**Implementation & Significant Changes:**

1. **In-depth Staff Analysis:**
   * Engaged with staff to delve deep into the ramifications of No Shows, tracking mechanisms, and patient-specific reasons behind them.
   * *Benefit:* This comprehensive understanding allowed us to devise tailored strategies addressing specific patient behaviors and challenges.
2. **EHR System for No Shows:**
   * Implemented a mechanism within the Electronic Health Record (EHR) system to monitor No Shows effectively.
   * *Benefit:* Efficient tracking enabled the identification of recurring defaulters and facilitated targeted communication.
3. **Enhanced Patient-Clinic Communication:**
   * Introduced visit reminders (texts, emails, phone calls) and ensured accurate patient demographic data.
   * *Benefit:* Proactive communication reduced the likelihood of forgetfulness and other reasons leading to No Shows.
4. **Robust Clinic No Show Policy:**
   * Established a stringent yet transparent No Show policy, encompassing pre-visit reminders, visit cancellations, and potential dismissal for repeated defaulters.
   * *Benefit:* Clear policies ensured patients were well-informed, accountable, and engaged in their healthcare commitments.

**Realized Return on Investment (ROI):**

* **Elevated Customer Experience:**
  + Successfully reduced No Show rates to just three out of every thirty visits, leading to enhanced patient satisfaction.
* **Uplifted Staff Morale:**
  + The streamlined system improved staff morale by significantly decreasing patient wait times.
* **Financial Upside:**
  + The new approach augmented the clinic's revenue by a commendable ten percent.
* **Optimized Operational Efficiency:**
  + The initiatives resulted in a ten percent boost in patient care time, enhancing healthcare delivery and staff productivity.