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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:

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- 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.

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