



Research Week 2022

Examining Contributors and Interventions for Clinic No-Shows at Adventist Health: An OHSU MBA Capstone Project

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Abstract

Background

Patients schedule appointments to help them with their health conditions yet they don't always keep them. This poses risks to patients' health, costs society, and is a significant waste for the system as it leaves openings where other patients could be helped.

Improving the ability of the healthcare system to promote public health requires understanding and addressing the issues that keep people from receiving the care that they need.

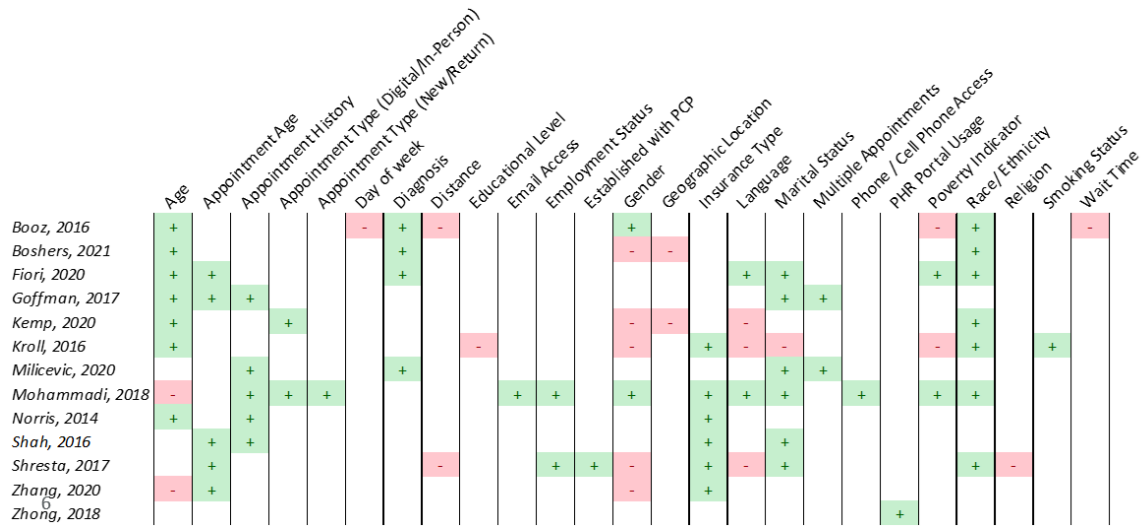
Methods

We conducted a mixed methods study including 1) a systematic review, 2) MGMA benchmarking of no-show rates, 3) qualitative interviews of clinical staff in: primary care, surgery, and behavioral clinics, 4) and comparative analysis of clinic no-show rates with benchmarks.

Results

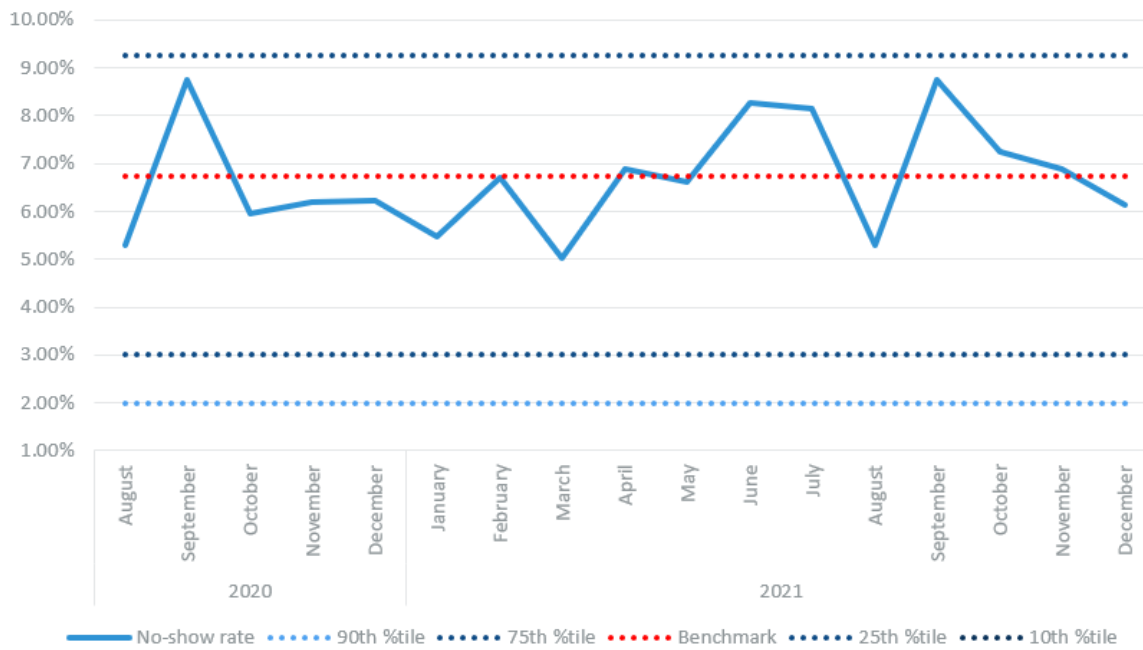
Of 277 potentially relevant articles, 21 publications were included for review. Contributors to clinic no-shows are shown in Figure 1.

Figure 1: Summary of No Show Contributors



We developed a tool to allow clinics to see their no-show rates against national benchmarks with trends by month.

Figure 2: Clinic No-Show Report Compared with National Benchmarks



Conclusions & Next Steps

We found a strong correlation of some demographic characteristics that contribute to the likelihood of a patient to no-show. Utilizing this tool clinics can identify specific areas for intervention to focus the use of limited resources. Further study is suggested to analyze patient demographic data in target clinics to improve the efficiency of interventions.