Showing Up: An Evaluation of No Show Rates

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Introduction

- CentroMed sees approximately 1000 pts / day.
- 76,000 patients in 2012
- Over 250,000 visits
- 59% uninsured or underinsured
- Average $80 / pt visit
- 30% No show rate
The Numbers

• Limitations:
  • Patients may be counted for multiple visits
  • Type of clinic visit not uniform
  • Time frame accepted for prior cancellation
  • Rescheduling: does it count?
  • What about walk-ins?
Why they don’t show up.

Lack of Care
Access
- No Insurance
- No Clinic in my area
- No Transportation

Facility
- No Clinic in Area
- Poor Parking
- Don't like the location

Patient / Support system
- I don't trust the staff, I heard them talking about other patients
- Didn't want to go
- I forgot
- Don't like needles
- Anxiety

Procedures
- Didn't get Labs done
- I don't want to know the results
- I might see someone I know

Staff
- Hate the Doctor
- the staff doesn't really care about me

Lack of Retention of Care
Why patients don’t show up.

- Active Mental Illness
- Active Substance abuse
- Transportation
- Unstable Housing
- Too sick to keep appt
- If well, may not perceive appointments as necessary
- Lack of family and other social supports
- Inflexible working schedules
- Inflexible clinic appointment schedules
- Incarceration
- Lack of “connection” to medical provider
- Fear of disappointing medical provider if not adherent to tx
See Results

• Ways to improve no show rates
  • Awareness of problem
  • Examining why patients do not come
  • Appointment reminders
  • Improving wait times and patient flow
Discussion

- Patient education on why returning to the clinic is important
  - Managing medications
  - Negotiate follow-up timeframes

- Appointment reminders
  - Automated calls
  - Text/Email
  - Postcards

- Follow-up calls
  - Why they didn’t show
  - Opportunity for reschedule, manage acute sx

- Flow studies
  - Decrease wait times
Recommendations

• Change automated calling to the evening
• Program pre-selected language for voicemail, email, or text
• Add postcard reminders
• Identify why patients missed appointments with follow up calls
• Improve customer service aspect from door to door
• Decrease wait times through flow studies
Conclusion

- CentroMed has the capacity to greatly improve its no show rates
- Through a varied approach, possibility of increasing revenue and patient satisfaction
- In changing economy, it is important to retain customers
- Implementation of changes could have a great affect
- $2 million increased income per year
- Create incentive
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