



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

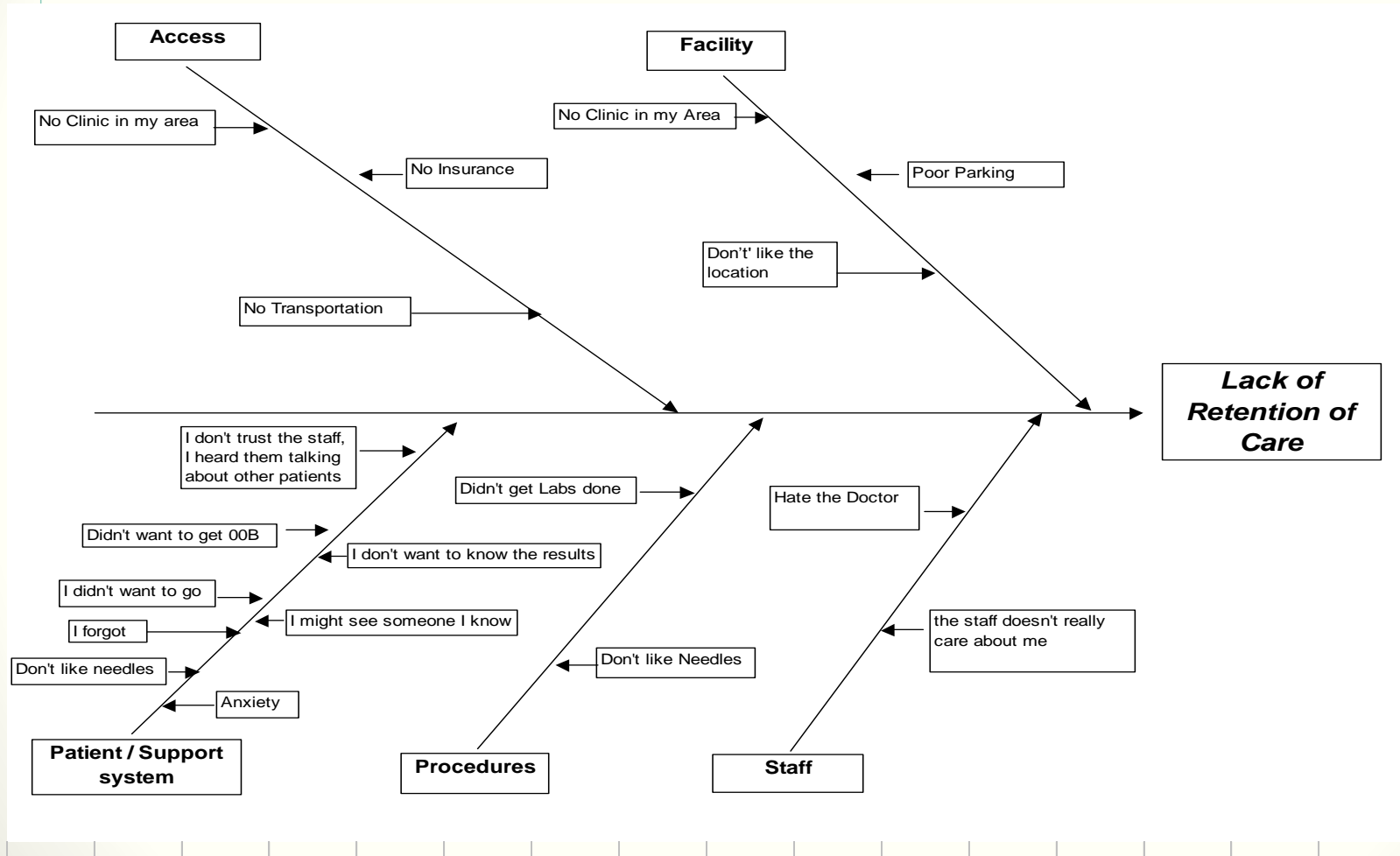


The Numbers

- 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.





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



Appointment
Reminder

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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