

# No More No-Shows!

## A Quality Improvement Project to Reduce No-Show Rates in a Community Pediatric Subspecialty Clinics

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### INTRODUCTION

- Patient no-shows or missed appointments continue to be a long-standing problem in preventive medicine.
- A no-show is defined as when patients fail to attend their scheduled clinic appointments without cancellation or rescheduling notice. Target no-show rate for NYCHHC is less than 20%.
- Recognizing its immense effect on patient's health and daily healthcare operations, several studies and interventions have been employed to mitigate the negative patient health outcomes, decreased access to care and the increased cost that a no-show can cause.
- This is particularly important in our dynamic patient community, with varied health issues, health disparities, and worse health outcomes compared to other parts of NYC e.g. Central Harlem has the tenth-highest asthma hospitalization rate among children ages 5 to 14, almost twice the citywide rate.
- Resident learning and clinical productivity have also been affected by high rate of no-shows.

### OBJECTIVES

- Determine the rate and establish reasons for patient no-shows in the pediatric subspecialty clinics at Harlem Hospital Center (HHC).
- Implement strategic action plans to improve show rates in all 8 pediatric subspecialty clinics.

### METHODOLOGY

- Retrospective chart review of clinic no-shows obtained from EHR at HHC across 8 pediatric subspecialty clinics in a 3-year period (2020-2022). No-show was measured as the percentage of patients who did not attend their appointments, compared to all scheduled patients. We excluded cancelled or rescheduled appointments. Survey administered to 74 patients with no-shows in the preceding month. Study was IRB exempt.

### REFERENCES

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### Results

Fig 1. No Show Rate: Primary Care Vs Subspecialty Clinics

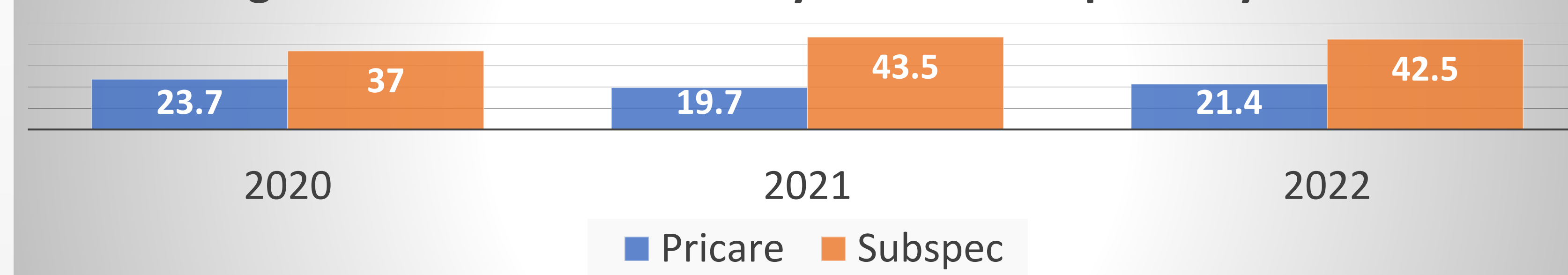


Fig 2. No Show rates in Subspecialty Clinics 2020-2022

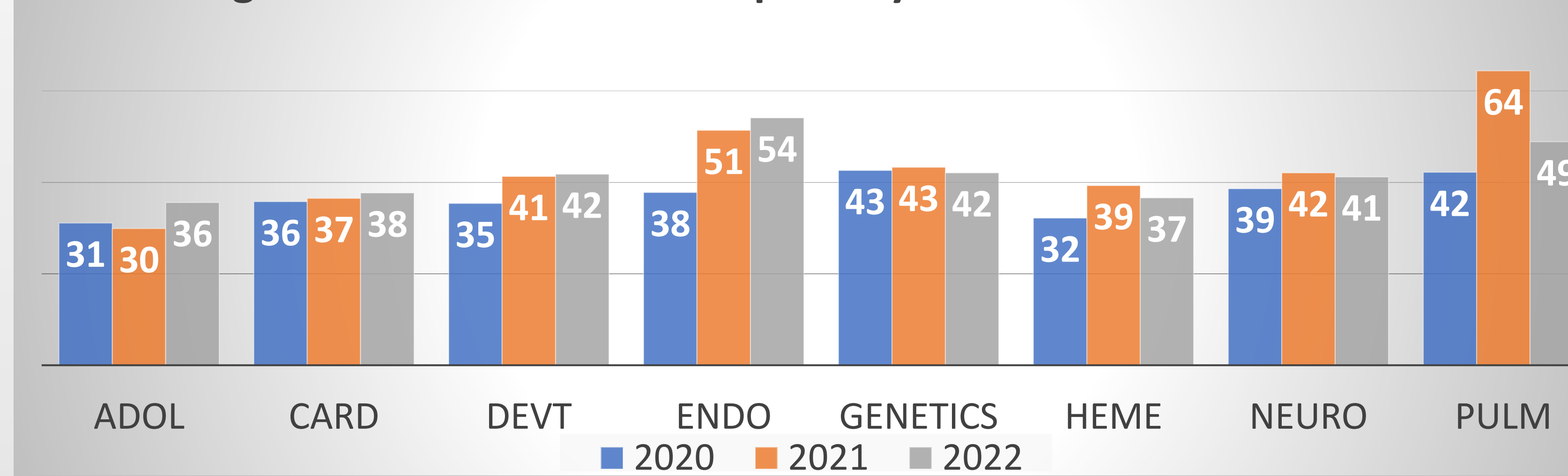


Fig 3. How did you receive reminder for appointment in % (n=74)

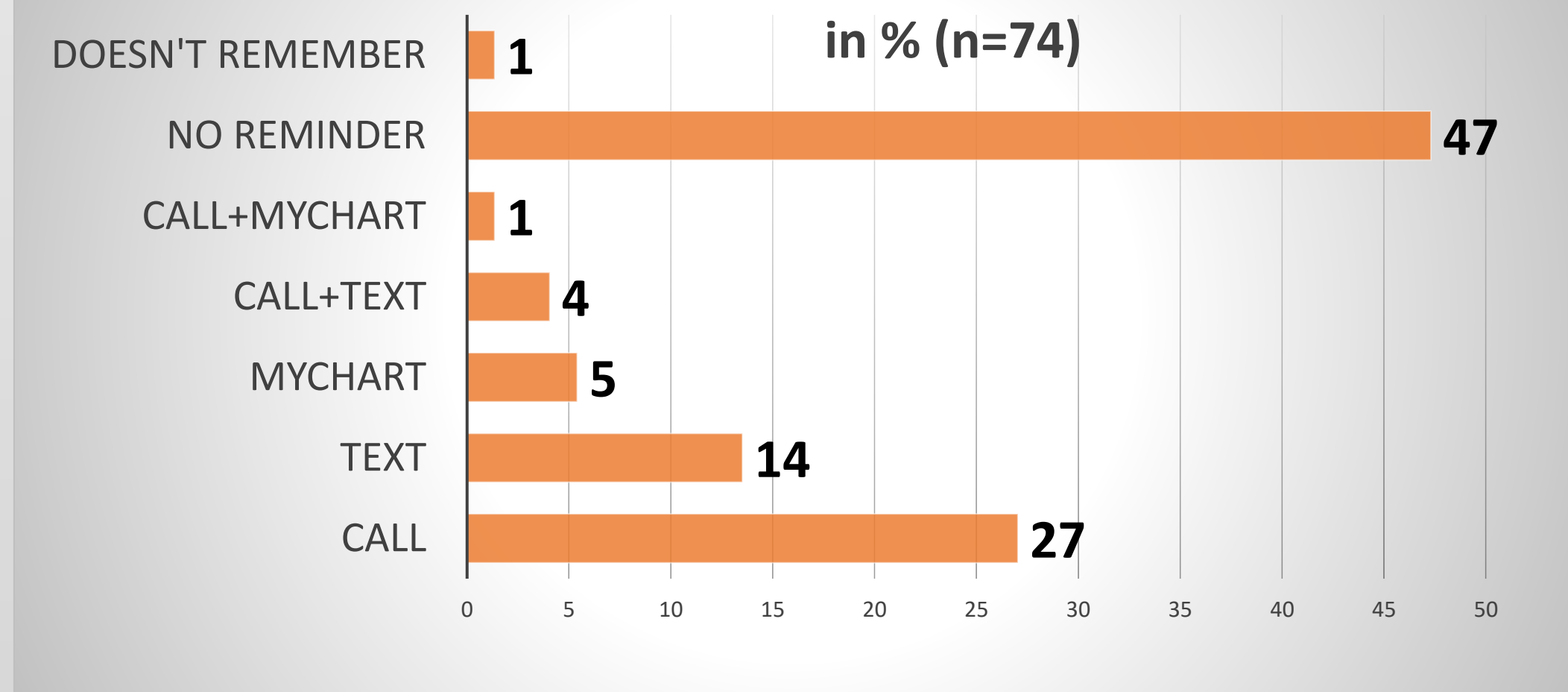


Fig 4. When did you get a reminder in % (n=37)

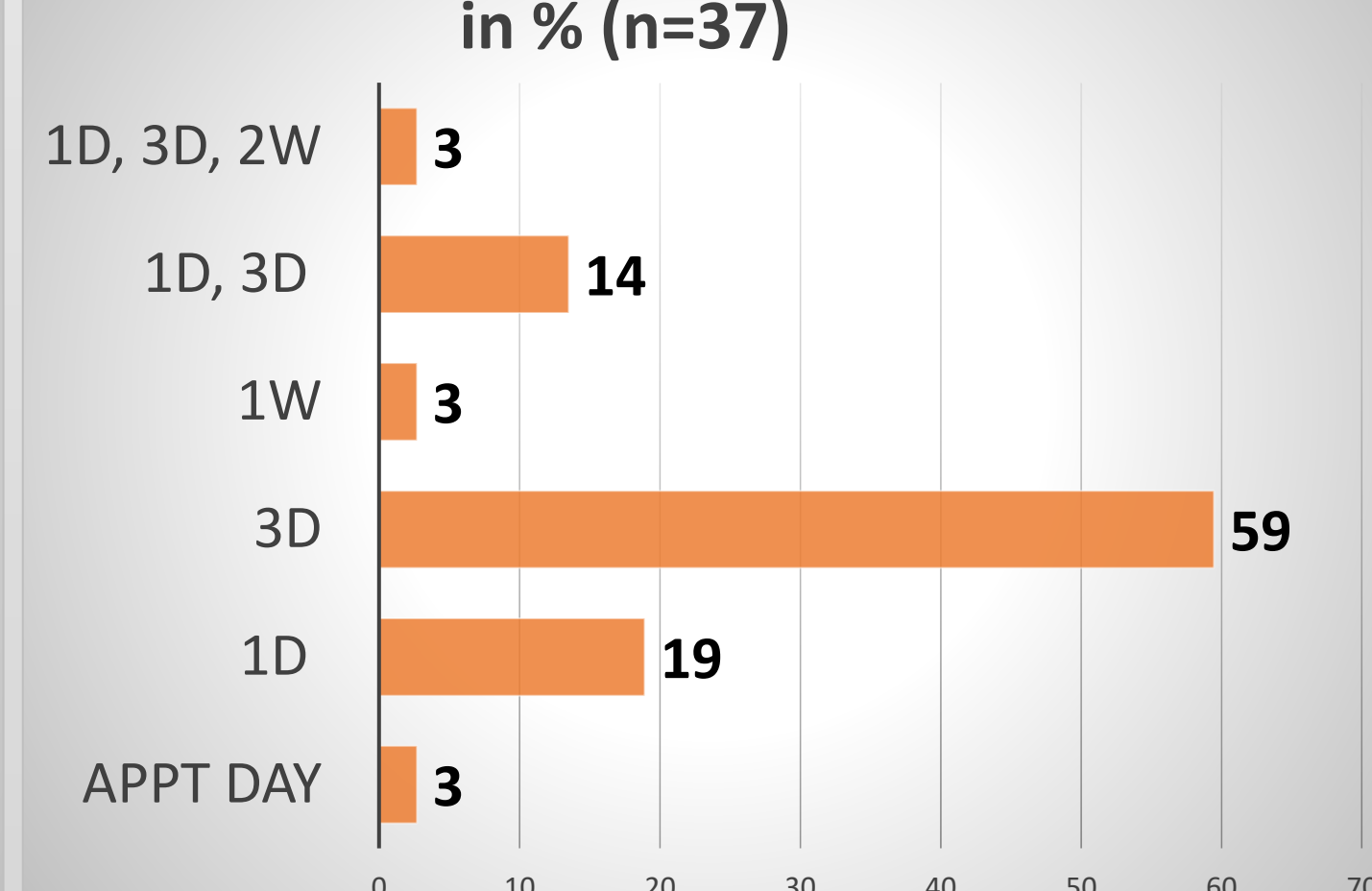


Fig 5. Reason for No-Show (n=74)

Reason	Percentage (%)
Forgot	35
Personal/Family reason	20
Undisclosed/No reason	8
Not aware of appt	7
Working parent	5
Fell Sick	4
Appt rescheduled/canceled	4
School attendance	3
Changed hospital/moved	3
Financial/Transport	3
Results given over phone	1
Didn't want genetic testing	1
2 appts same day	1
Sibling admitted	1
Insurance changed	1
Needed to reschedule	1

Fig 6. Patient suggestions to improve no show (n=58)

Suggestion	Percentage (%)
Call	19
Text	2
MyChart	5
Call+Text	10
Call+MyChart	3
Text+ MyChart	2
Any reminder	9
Improved	2
At least 2 hrs. between same day appts	2
MetroCard	2
Explain reason for referral	2
Evening clinics	3
Easier system to reschedule	2
Shorter wait for appointment	3
No suggestion	34

### DISCUSSION

- The average no-show rate for the 8 analyzed subspecialties clinics (adolescent medicine, cardiology, developmental, endocrinology, genetics, hematology, neurology, and pulmonology) in 2020, 2021, and 2022 were 37%, 43.5%, and 42.5% respectively (Fig 1), higher in 2021 and 2022 compared to 2020 (Fig 1). The rates are still far from the NYCHHC's goal of no-show rate of 20%. However, the rate of no show at the general pediatric clinic during the same time period stands at 23.7%, 19.7%, and 21.4% respectively (Fig 1).
- Fig 2. shows the no-show rates for the 8 subspecialty clinics: Adolescent (31%, 30%, 36%), Cardiology (36%, 37%, 38%), Development (35%, 41%, 42%), Endocrinology (38%, 51%, 54%), Genetics (43%, 43%, 42%), Hematology (32%, 39%, 37%), Neurology (39%, 42%, 41%), and Pulmonology (42%, 64%, 49%).
- Interestingly, some of the specialty clinics (genetics -1.2%, hematology -2.7%, neurology -0.9%, pulmonology -15.5%) improved in no- show rates in 2022 compared to 2021, while the no-shows increased for (adolescent +5.7%, cardiology +1.2%, development +0.5%, endocrinology +2.7%) during same period.
- A survey of subspecialty clinic patients with no-shows (n=74) carried out to determine the reasons for no-shows found out that 47% received no reminders about their appointment, for those who received reminders, most were reminded by calls. Of note, none of the patients in adolescent clinic received any reminders.
- Majority, 59% of those who got a reminder, received one only 3 days before their appointment.
- The most common reason for no-shows were forgetting appointment 35%, followed by 20% who did not show up due to personal or family reasons. Some weren't aware 7%.
- When asked about ways to improve no-shows, 34% of patients had no suggestions, 19% requested call reminders, 10% call and text reminders, 9% want any reminders, 5% MyChart reminders, 3% want evening clinics and shorter wait for appointments.

### CONCLUSION

- Our study found high no show rates over a 3 year period, significantly higher than the general pediatric clinic and far from the target rate of 20%. We also explored reasons for no-shows as elucidated above.
- We are currently employing valid interventions relevant to our patient population to reduce the no-show rates in the pediatric subspecialty clinics, after which, we will evaluate for improvement in no-show rates post intervention.