



Dissertation Presentation

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‘Clinical No-Show Rates : Who, Why, When and What could be done’



Effects of No- Shows

- Health risk of the patient that doesn't show up
- Health risk of the patient seeking an appointment who couldn't get a free slot
- Delayed care for both the no- show patient as well as the one who was unable to book an appointment
- Improper staff utilization
- Poor continuity of care
- Loss of revenue(staff underutilization, provider productivity)

Research Question and Hypothesis



Research Question: Are the personal reminders to guests effective in controlling no show rates?

Hypothesis: The rate of no shows can be checked by personal reminders.

Objectives:



- To assess the current rate of no show cases in Burjeel hospital.
- To assess the characteristics of no show cases.
- To suggest the solutions and methods that could be adopted to enhance increase the level of utilization of the cardiology clinic.
- To test the hypothesis that the rate of no shows can be checked by personal reminders.

Research Design:



- Descriptive (Cross sectional)
- Causal

Method of data collection: Through the SAP(System Application Program) software of Burjeel hospital.

Sampling design: All the pre appointment guests in the cardiology clinic in Burjeel hospital for the month of March, April and May (1st -13th), 2014

Location of study: Burjeel hospital, Abu Dhabi (UAE)

Definition of subject: All the pre appointment guests in the cardiology clinic in Burjeel hospital.

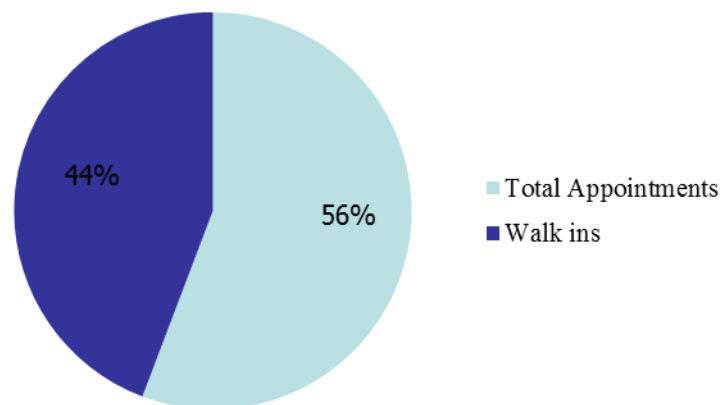
Intervention(Applied in month of March, April and ongoing)



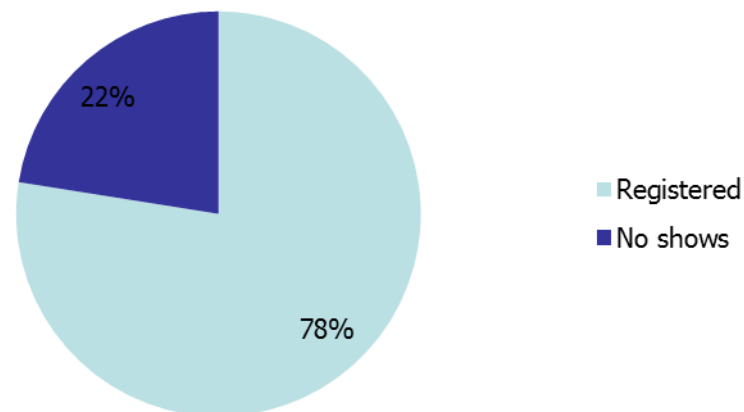
- Personal reminder calls a day prior to the appointment to all the pre appointment guests in Burjeel hospital's cardiology clinic
- Education to the guests about the importance of follow up appointments by the doctors and nurses.
- Scheduling of appointments made as per the requirements of the guests

Observations: Retrospective (1st March-31st March)

**Distribution of Guests as
Appointments and Walk ins**

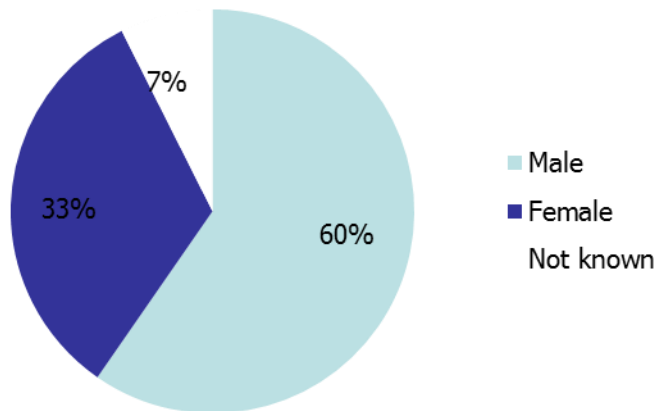


Distribution of Appointments

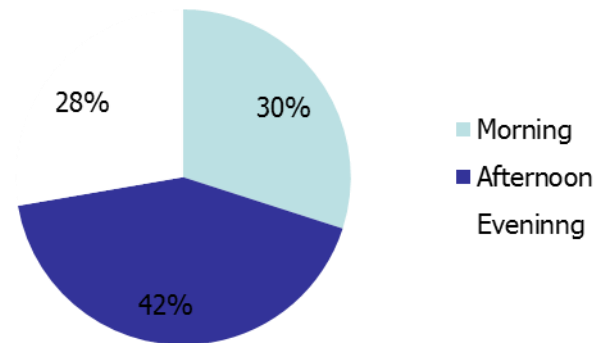


Characters of No-Shows

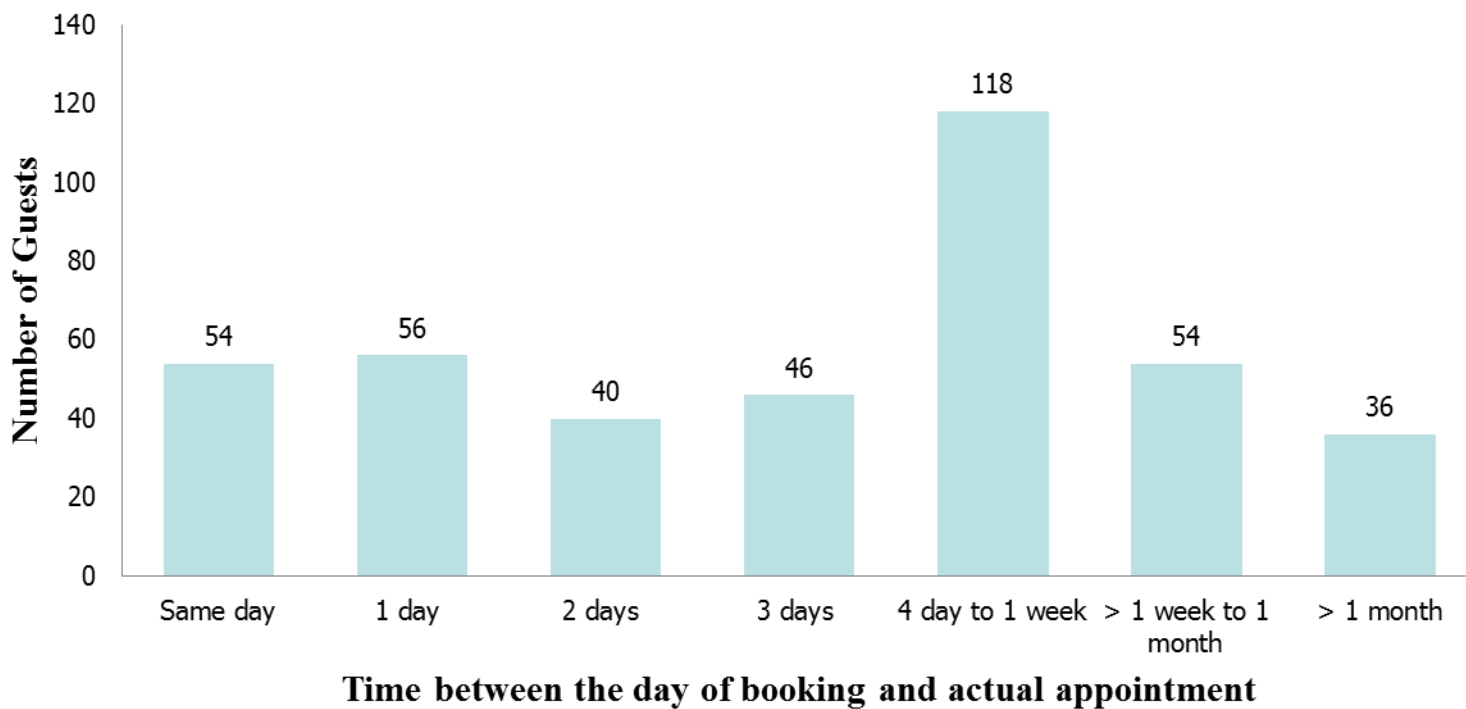
**Distribution of No shows
w.r.t Gender**



**No shows wrt
Appointment time**



Time gap between the day of booking and actual appointment



Burjeel vrs Cardiology (March)



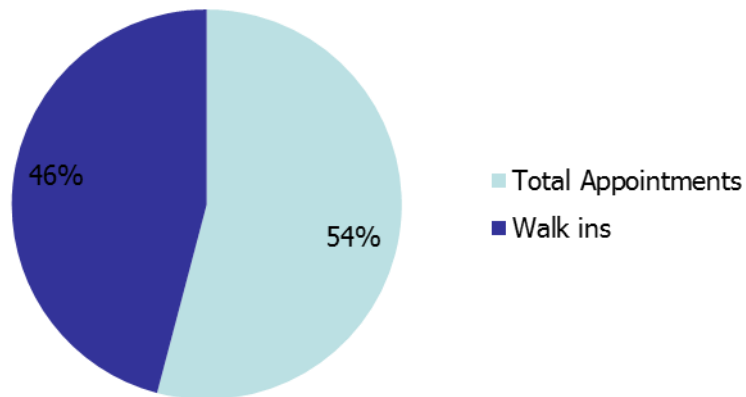
- Total No-Shows in Burjeel = 12451
- Cardiology clinic No-Shows = 404

• **Share of cardiology =
3.24%**

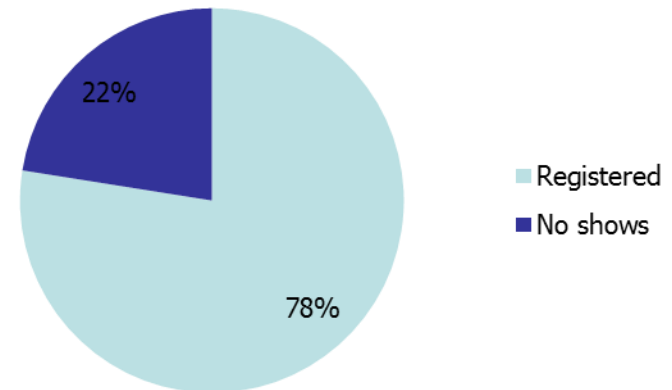
Prospective Study (1st April – 30th April)



Distribution of Guests as Walk ins or Appointments

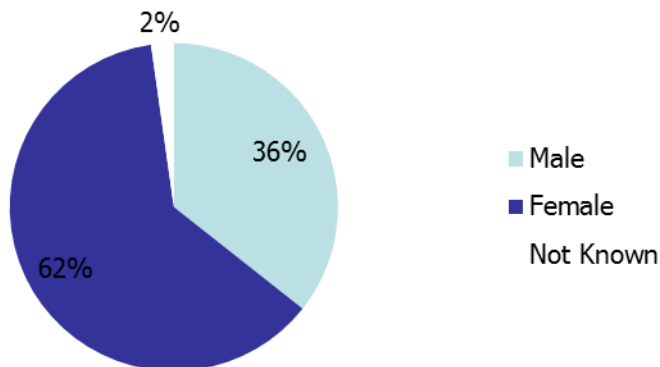


Distribution of Appointments

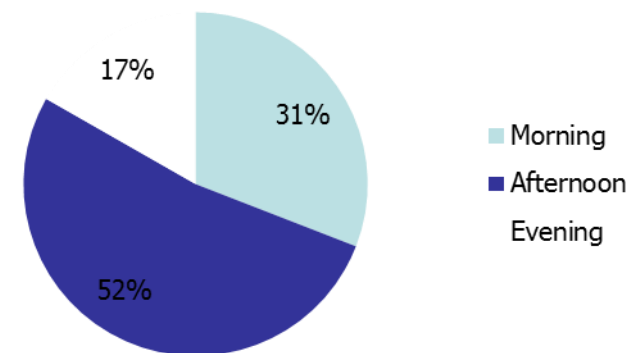


Characters of the No-Shows

Distribution of No Shows wrt Gender

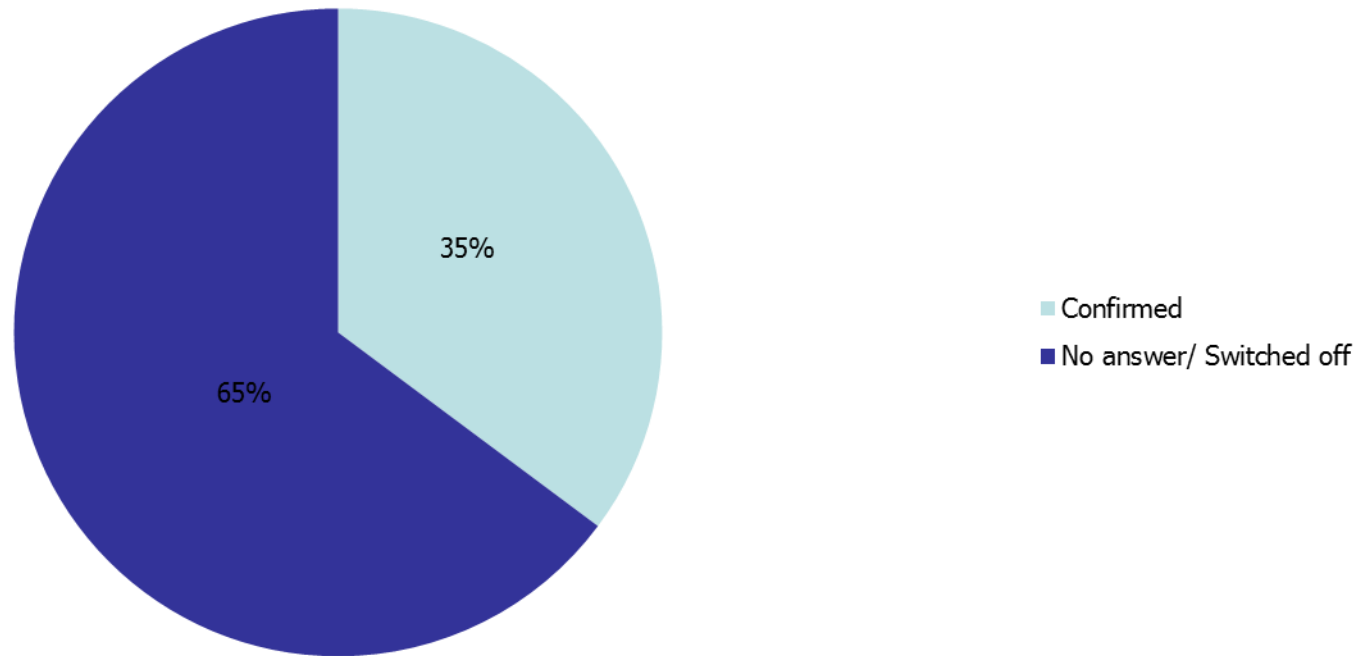


No Shows wrt Appointment time



The Intervention:

Characteristics of No Shows



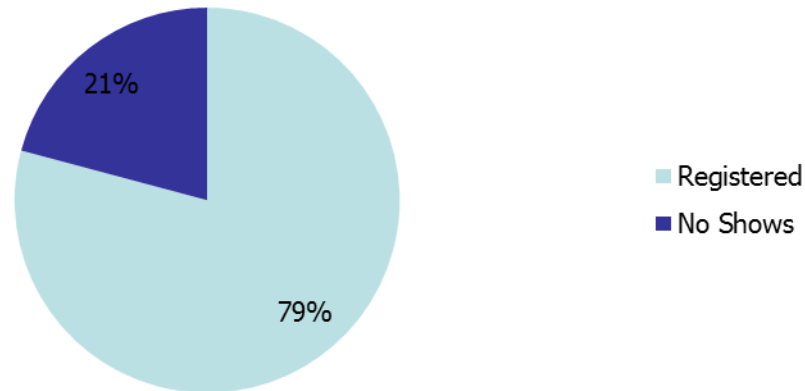
The Effect of Intervention:

After Interventions		
Cancellations	Rescheduling	Total No show averted
28	31	59

No Show rate		
March(Without Intervention)	April(With Intervention)	April(Had there been no intervention)
404 out of 1383 Appointments	233 out of 1036 Appointments	> 292 out of 1036 Appointments
29.20%	22.50%	> 28.18%

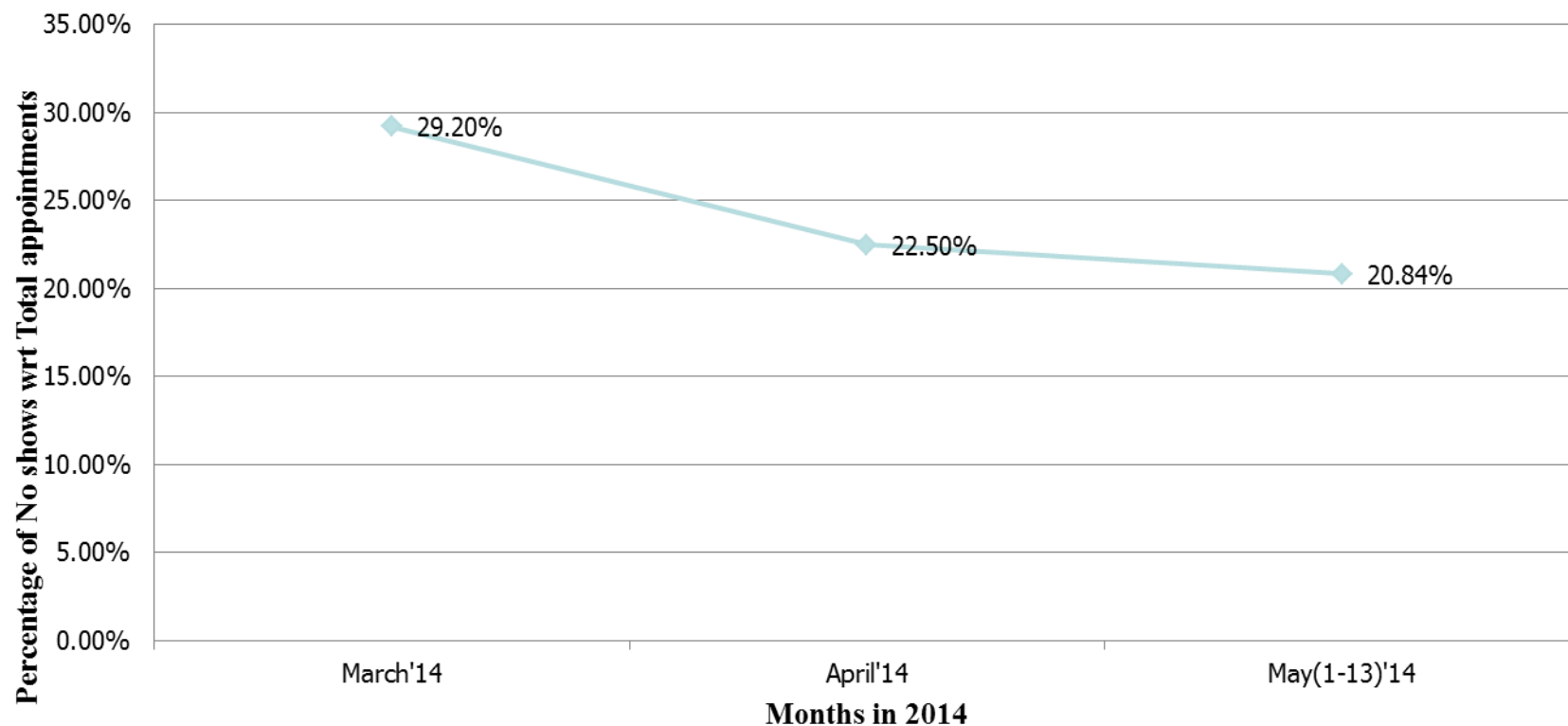
Prospective Study: (1st May- 13th May)

Distribution of Appointment guests



Comparison of No-Show rates:

No show rates



Z - test

- A z test for two different proportions was applied to find out if the intervention applied was statistically significant
- $H_0: p_1 = p_2$
- $H_a: p_1 \neq p_2$
- P_1 = Proportion from 1st population
- P_2 = Proportion from 2nd population
- By applying the two tailed z test with a significance level of 0.05, the z score obtained is 3.7141. The p value is 0.0002. The result is significant at $p < 0.05$.

See You.....Never?

Ensuring guests keep their appointments

- Personal reminder calls
- Adequate communication: Clinic should emphasise the importance of keeping follow up appointments
- Reducing the delay in giving appointments
- Incentive to the staff for reducing the No-Shows
- An Appointment Calendar for guests
- Posters and pamphlets in the clinic emphasising the importance of follow up appointments.



Thank You