

The LEARNS Collaborative: a Pathway to the Triple Aim

Leading Education And Reducing No Shows

Maximos Attia, MD, Jewell Carr, MD, Steven Fox, MD, Peter Lazzopina, MD, Roy Lemaster, MD, Catherine Scarbrough, MD, Krystal Tamura, MD, Alfred Reid, MA, Sam Weir, MD, Ann LeFebvre, MSW

Objectives

- Apply evidence of the effect of missed appointments on cost, quality, and experience of care to one's own practice
- Effectively measure the no-show rate and identify the various factors that contribute to no-show rates in residency-based clinics
- Apply best practices to improve access to care through decreased no-show rates demonstrated in a variety of residency practice settings

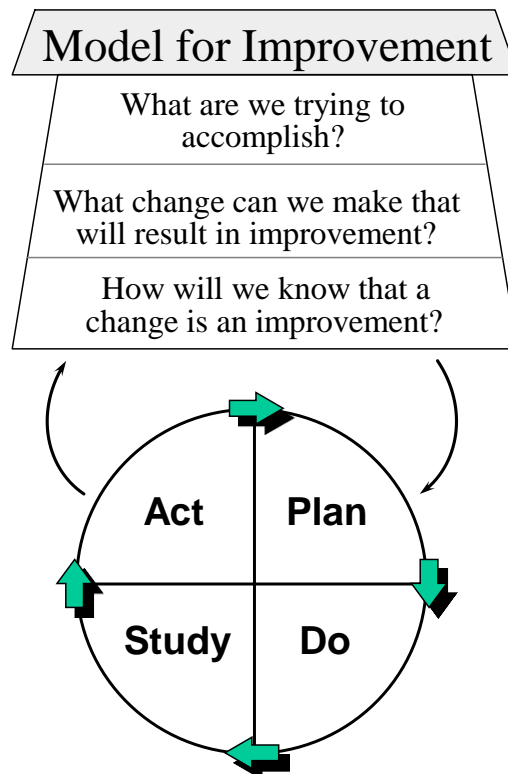
Triple Aim Definition

- Improving the patient experience of care (including quality, access, reliability, and satisfaction);
- Improving the health of the populations; and
- Reducing the per capita cost of health care.

Charter

The Faculty Development Fellows within the QI collaborative for the 2014-15 academic year have agreed to work together to improve the rate of no-show appointments in each of their faculty and resident continuity clinics. Each fellow will be involved in a QI team within their respective programs with the aims of identifying and remedying issues that will decrease the rate of no-show appointments in faculty and resident clinics.

Model for Improvement: PDSA



Practice characteristics

Program	# Active Patients	Visits/Patient/Year	Visit Total/Year	Baseline No-Show Rates
Guthrie/Robert Packer	4802	3.7	17611	8%
Carolina Healthcare	7801	3.3	25702	21%
UT Chattanooga	7900	3.7	29297	17%
Valley Baptist	10564	2	20951	20%
Halifax/Daytona	5908	5.1	29925	20%
UAL	10853	2	22219	21%
St. Anthony North	8079	3.5	27950	11%

Interventions

- **Appointment access:** clarified walk-in policy, lengthened follow up schedule, appointment slot added, closed overburdened patient panels, care teams started
- **Office processes:** dedicated caller for reminder calls, implemented live phone answering service, called high-risk no-show patients, updated phone numbers, started cancellation line
- **Provider and patient access:** flexible follow-up, motivational interviewing/shared decision-making on follow up appointment, verbal commitment to cancel appointments if necessary during check out

Results

	CMC	Guthrie	Halifax	St Anthony	UAL	UT	VBFP
Jun 14	21%	8%	20%	11%	21%	17%	20%
Jul 14	21%	8%	18%	13%	23%	17%	16%
Aug 14	23%	7%	17%	12%	23%	14%	17%
Sep 14	23%	7%	15%	9%	19%	14%	15%
Oct 14	22%	6%	15%	10%	16%	14%	16%
Nov 14	23%	10%	17%	12%	19%	13%	13%
Dec 14	22%	8%	18%	10%	19%	16%	16%
Jan 15	22%	6%	16%	11%	18%	15%	11%
Feb 15	21%	7%	16%	9%	21%	16%	14%
Mar 15	21%	7%	16%	12%	20%	13%	14%
Apr 15	22%	8%	16%	11%	18%	15%	14%

FDF QI Collaborative No-show Rate

