

Virtual No-Shows in the Outpatient Psychiatry Setting

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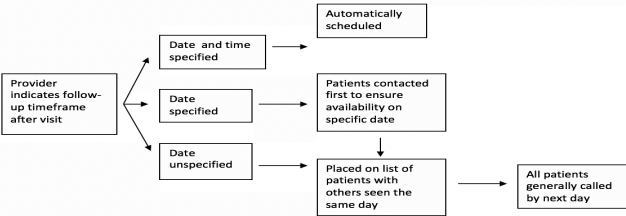
BACKGROUND

The no-show/cancellation rate to outpatient psychiatry appointments has consistently been higher than goal rate of <7%. In March of 2020, outpatient psychiatry visits began to take place in primarily the virtual setting. We do not yet know how no-shows and cancellations have been impacted by this change, and whether the same factors are associated with no-shows in the virtual and in person settings.

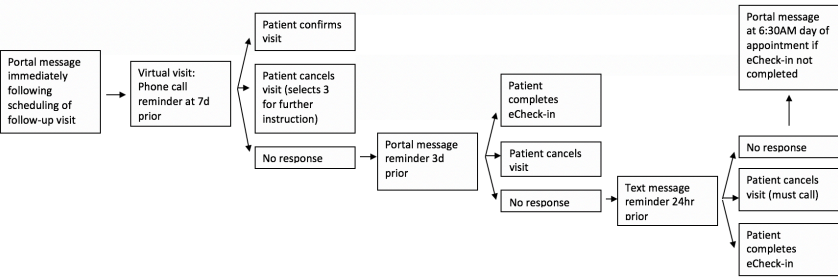
Factors demonstrated in literature to be associated with in person no-shows include longer lead time, younger age, minority status, noncommercial insurance, prior missed appointment, new patient/fewer prior appointments

CURRENT STATE

SCHEEDLING



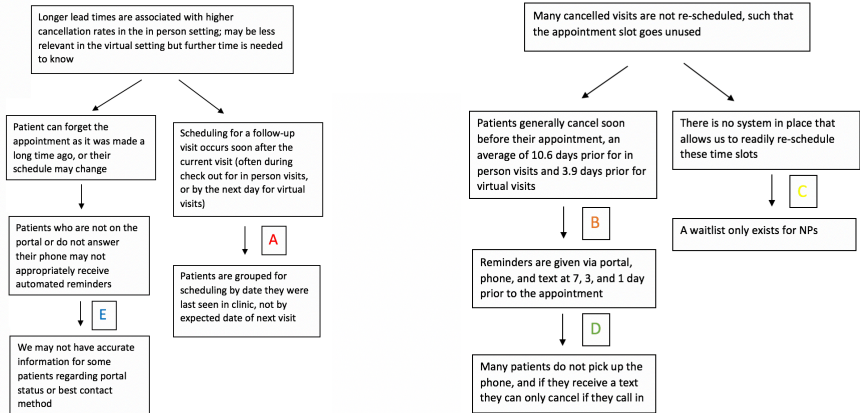
REMINDERS



PROJECT GOALS

- Identify similarities and differences between no shows/cancellations in the in person vs virtual settings
- Formulate interventions to either a) reduce cancellation rates and/or b) improve our ability to re-schedule cancelled appointment slots

ROOT CAUSE ANALYSIS



IN PERSON VS VIRTUAL RESULTS

Factors associated with statistically significant higher cancellation rates in the virtual setting included afternoon time, return visit, and Medicaid or Other insurance. In comparison, return visit, age greater than 75, female gender, and Medicaid or Other insurance were associated with higher cancellation rates in the in person setting. Visits for those over the age of 75 and with Medicaid or Other insurance accounted for a small minority of total visits

Lead time was found to be significantly greater in cancelled vs completed in person visits, but the difference in lead time between cancelled and completed virtual visits was not statistically significant

In person cancellations were made on average 10.6 days prior to the visit date, and virtual cancellations were made on average 3.9 days prior to the visit date

IMPLEMENTATION IDEAS

- A** – Reformat the scheduling process such that patients call in to schedule 1-2wks prior to their expected follow-up date
- B** – Schedule an earlier reminder portal message/phone call 10d prior to the scheduled appointment date
- C** – Create a wait list of patients to be contacted in the event of a RV cancellation
- D** – Allow for text responses to text message reminders
- E** – Manual phone calls to update contact info and portal status

