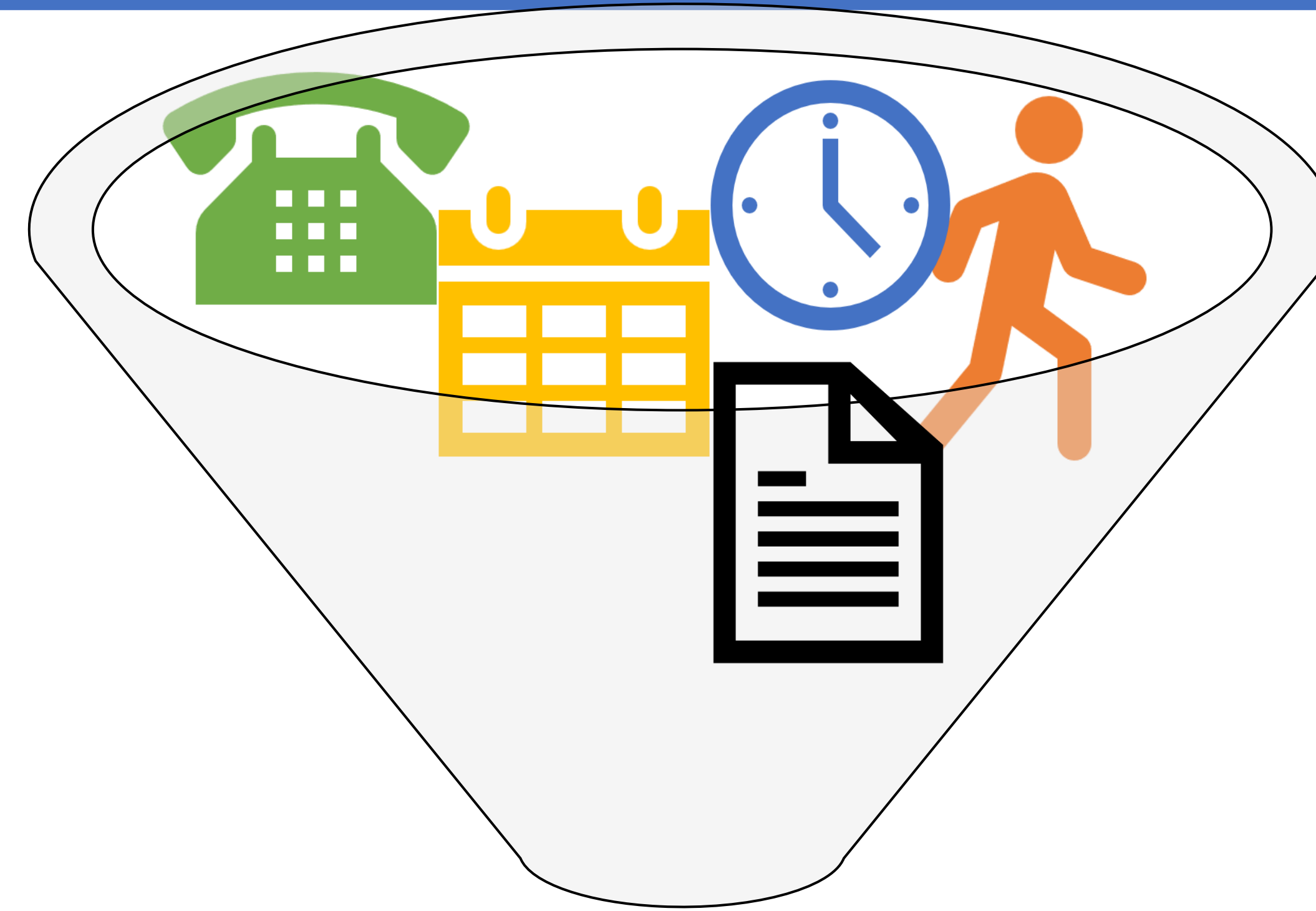


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## Introduction

In Family Medicine Residency Practices, patients' failure to keep scheduled appointments poses a significant challenge. Historically, Glen Cove Hospital Family Medicine has had a no-show rate between 15% and 19%, even though the clinic had adopted automated reminders 48 and 24 hours prior to scheduled visits. They primarily serve a predominantly Latino, low-income population, with approximately 50% lacking insurance coverage. For this demographic, failing to attend scheduled appointments with their primary care physician may contribute to adverse health outcomes (1). Studies have shown that increased levels of patient no-shows are linked to reduced adherence to preventive measures, less effective management of chronic conditions, increased emergency room visits, and higher hospitalization rates (2). The goal of this performance improvement project is to decrease the no-show percentage rates by 20% in 2023.

## Methods

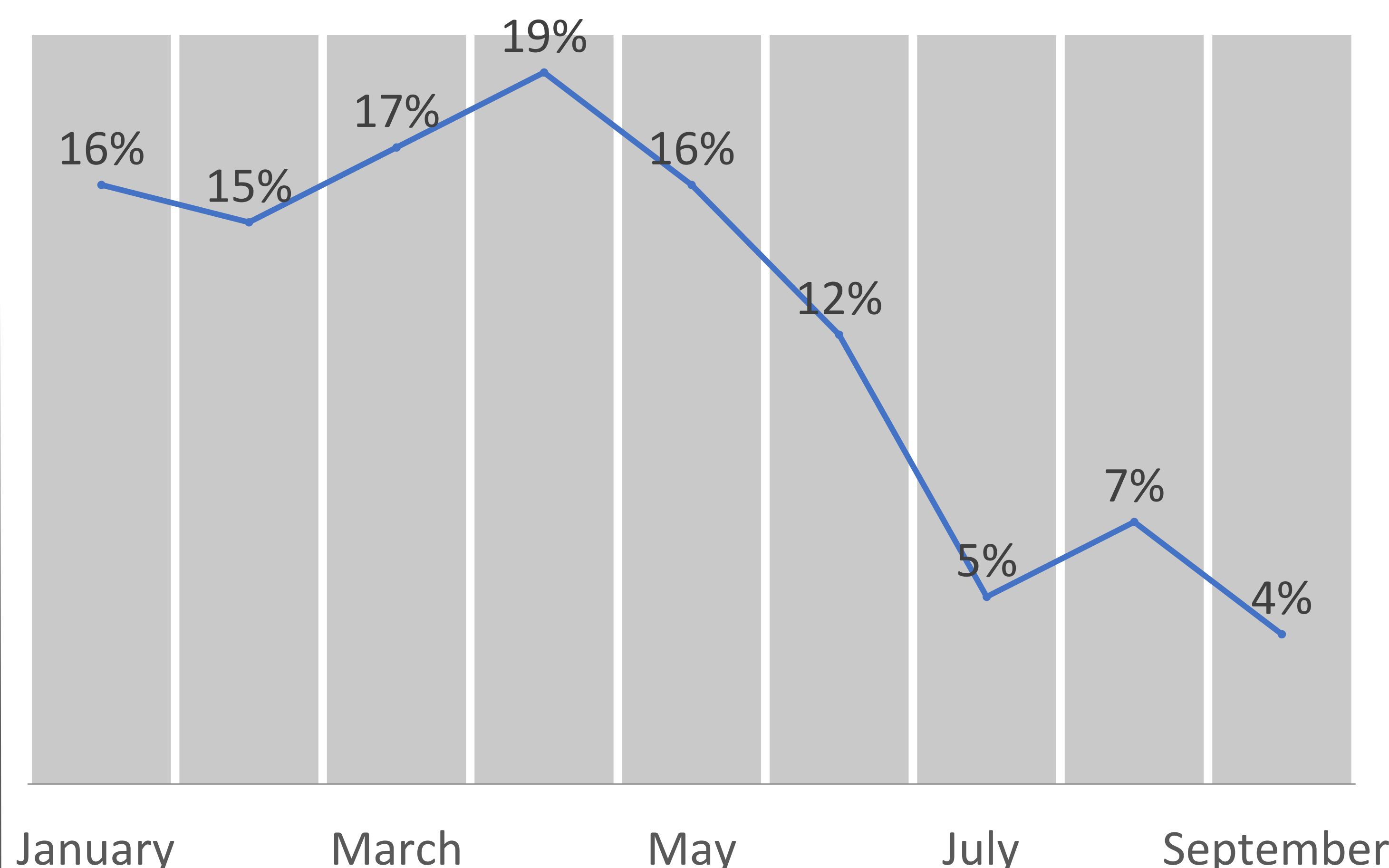


### June 2023 implementation of all interventions

1. Access issues identified and fixed
2. Televox reports daily emails
3. Call “canceled” and “no answer” patients from Televox
4. Call patients who are late to re-schedule
5. Flexibility with patients who show up late
6. Advanced scheduling up to 3 months
7. Walk-in openings in AM and early PM

## Results

Percentage (%) No Show



## Conclusion

The performance improvement project initiated to address the high no-show rates within Glen Cove Hospital Family Medicine exceeded expectations, with a remarkable 79% reduction achieved, surpassing the initial goal of a 20% decrease. Through the implementation of a multifaceted approach that addressed accessibility issues, employed a combination of appointment text and call reminders, provided walk-in slots, and implemented advanced scheduling for up to 3 months, the project effectively mitigated the impact of no-shows on Family Medicine Residency Practices.

The significant decrease in no-show rates not only underscores the success of the project but also signifies the potential for substantial improvements in overall health outcomes and the quality of care delivered to the patients served by Glen Cove Hospital Family Medicine. By addressing the underlying factors contributing to appointment no-shows, such as forgetfulness, transportation challenges, and financial constraints, the project has demonstrated the effectiveness of a comprehensive approach in optimizing appointment attendance and enhancing patient engagement within the healthcare setting.

## Literature

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