

Reducing the No-Show Rate in Pediatric neurology

PROBLEM: 45% of patients referred to pediatric neurology do not show for their appointments leading to long waiting time for new Pts; international bench-marks are 5-7%,

AIM: To reduce the percentage of no show rate of new patients to one pediatric neurology clinic from 45% to 25% by 31st December 2013

INTERVENTION:

- Direct and weekly communication was made between the project team, clinic staff and patient referral management and the call centre to ensure sharing of information.
- When call centre contacts patients an offer of an alternative appointment is explicitly made.
- All patients removed form the list are notified to referral management to replace them; are no slots left empty.

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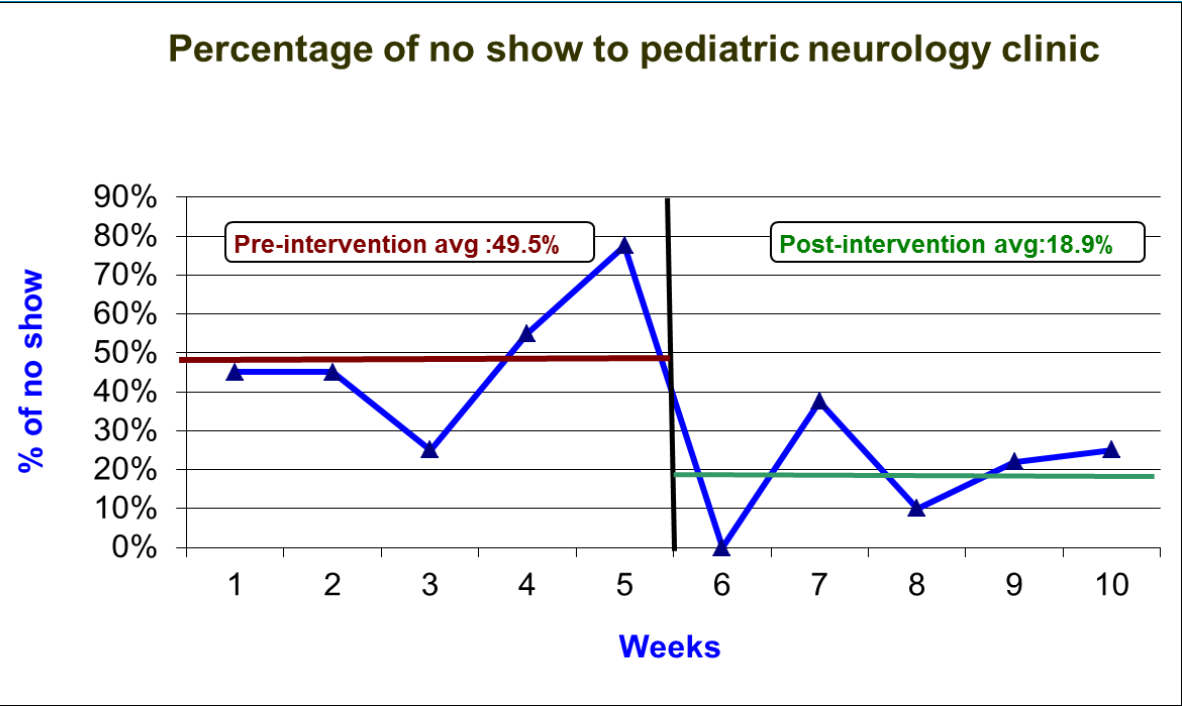
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CONCLUSIONS:

- . Communication with stakeholders (call centre and referral management service) is key to any improvement program in the area of clinic no show.
- Customer contact strategy is the best way of ensuring attendance and reducing no show
- Replacing cancelled patients improves clinic usage and indirectly reduce no show and reduce waiting time for urgent referrals.

NEXT STEPS:

- Call centre to continue to use the same message to all patients called
- Regular review of the no shows by monthly communication