New Waterford Collaborative Family Practice Team – No Show Data

The New Waterford Collaborative Family Practice Team consists of the following clinical staff: 6 physicians; 2 Nurse Practitioners; 1 Family Practice Nurse; 1 Social Worker and 1 Dietitian.

Problem: High no show rates at the clinic. The team decided to focus on the Nurse Practitioner data to start, as access / wait time was a concern.

Quality Initiative: Reduce no show rates by 50% in 3 months by implementing 7-day and 2-day reminder calls starting January 2019.

Indicators: Total number of no shows for each Nurse Practitioner is being tracked each month in the Electronic Medical Record (EMR) as well as the total visits for each Nurse Practitioner from the Management Information Systems (MIS) data. These two data sources are used to give us the total combined prevalence (n); average combined prevalence (n); and average combined percent of total (%) no shows.

Results: We have reached our preliminary goal of reducing no shows by 50% in 3 months. The average total percent (%) of no shows was 8.3% and is currently 3.8%, which is a reduction of approximately 55.5%.

We had 7 months of no show data prior to initiating the reminder calls (June 2018- December 2018) and have collected 5 months of data post- implementation (January 2019 – May 2019) to determine the percent of change.

Nurse Practitioners of the New Waterford CFPT - No Show Data