



blue  of california  
foundation

Blue Shield of California Foundation is an Independent Licensee of the Blue Shield Association

# No-Show Reduction

**Expanding Access through Team Care**

Monthly Technical Assistance Webinar #5

December 18, 2014

# Agenda

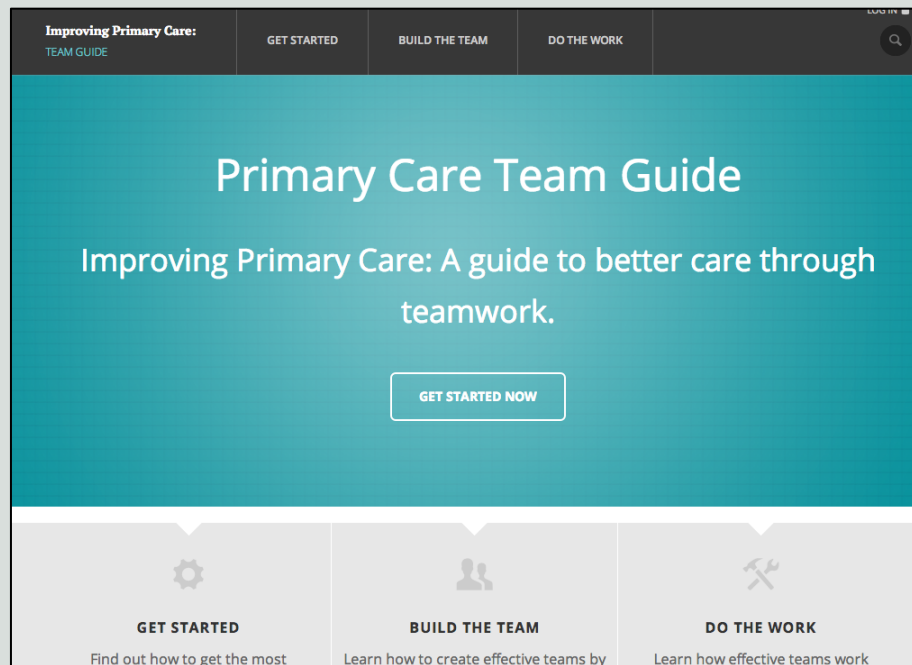


- 1. Session Overview-** Hunter Gatewood
- 2. No-Show Reduction Presentation & Clinic Input-**  
Coleman Associates
- 3. Additional pearls of wisdom-** Dr. Carolyn Shepherd
- 4. Action steps & reminders-** Susannah Brouwer

# Announcement: Official Launch of Team Guide



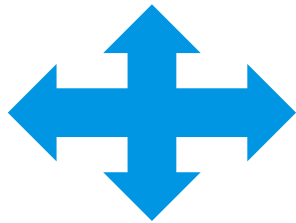
Congratulations to the MacColl Center on the official launch of the “Improving Primary Care Team Guide”!



[www.improvingprimarycare.org](http://www.improvingprimarycare.org)

# Program goals

---



**Expand access**  
to primary care services

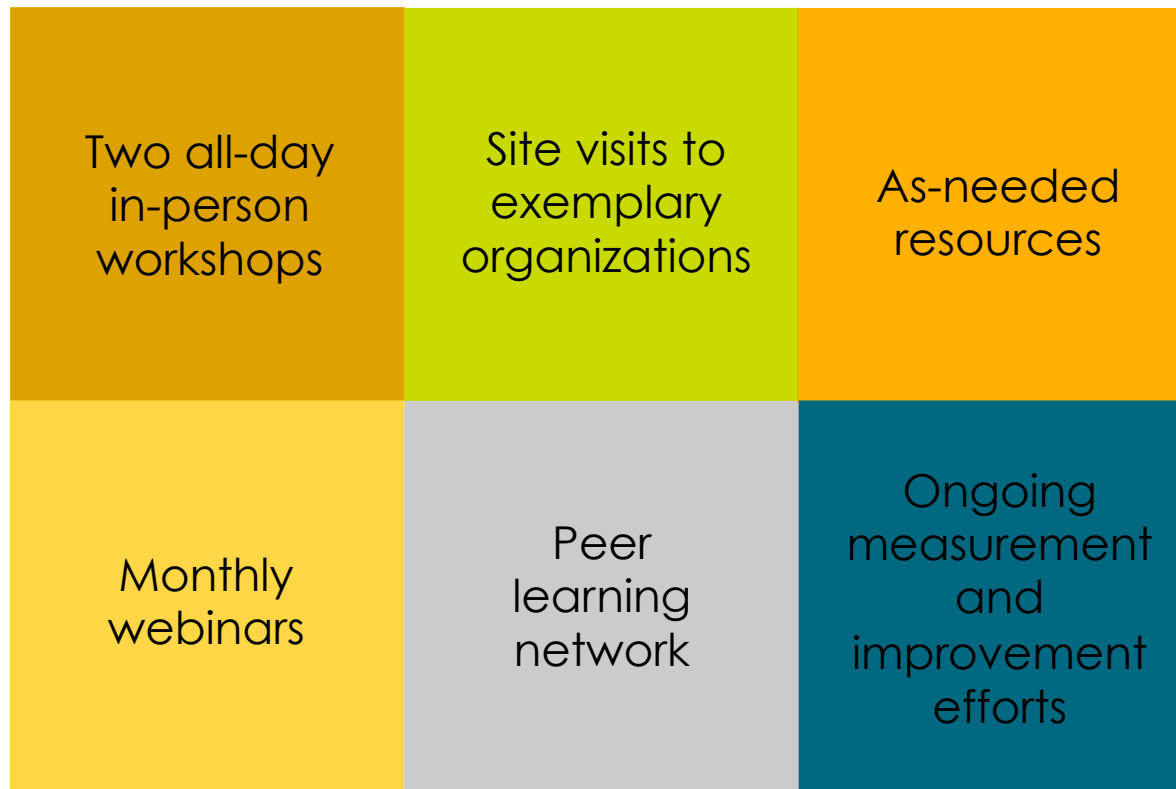


**Foster innovation**  
in the safety net



**Improve the efficiency  
and effectiveness**  
of team care models

# Technical Assistance



**Expanding Access  
through Team Care**

**The program's  
network of clinics**

**Hill Country  
Comm Clinic**

**Mendocino CHC**

**Coastal Health Alliance**

SF Dept of  
Public Health

La Clinica de la Raza

Indian Health Center

Livingston Comm  
Health Svcs

NE Valley  
Health Corp

Valley  
Comm Clinic

L.A. Christian HCs

Share Our Selves

Olive View-UCLA

North County  
Health Project

map locations are  
very approximate

# No-Show Reduction



Coleman Associates






## Coleman Webinar No-Show Reduction

December 18, 2014



# + What is Your Current No-Show Rate?

 Currently doing  
 Just getting started  
 Not doing and need help!

Coastal Health Alliance  
 Hill Country Health and Wellness Center  
 Indian Health Center of Santa Clara Valley  
 La Clinica de La Raza  
 Livingston Community Health Services  
 Los Angeles Christian Health Centers  
 Mendocino Community Health Clinic  
 North County Health Services  
 Northeast Valley Health Corporation  
 Olive View-UCLA Medical Center  
 San Francisco Health Network  
 Share Our Selves Corporation  
 Valley Community Healthcare

PREPARE: Minimize delays for In-person visits													
Simple schedule	●	●	●	●	●	●	●	●	●	●	●	●	●
Minimal no-shows	●	●	●	●	●	●	●	●	●	●	●	●	●
"Yes" to walk-ins	●	●	●	●	●	●	●	●	●	●	●	●	●
Active schedule mgmt. during session	●	●	●	●	●	●	●	●	●	●	●	●	●
Last Quarter:	8%	9%	13%	18%	13%	16%	13%	16%	24%	23%	18%	18%	19%

# + Some of you had successes with No-Show Reduction...

## ■ What did you do to dramatically lower your No-Show Rate?

- Coastal Health Alliance – Jeanne (with Meghan observations)
- Mendocino - Mary Lou, Darcy and or Justin – MA calling day before with clinical experience and able to make last minute adjustments
- Bridget & Misty – three days out, “hard confirmations” through repeat calls
- Other strategies? Indian Health Center of Santa Clara? Livingston? (both at 13%)



# + For those of you who have not yet met your goal...

- What's standing in your way?
  - A.) We can't yet identify the staffing to get started.
  - B.) We can't find the time.
  - C.) We're focused on other issues right now.
  - D.) We have bad phone numbers for our patients/ so many are unreachable. This confirmation call thing doesn't work.
  - E.) Our patients are not engaged in their own healthcare.
  - F.) We don't have provider buy-in to reduce the No-Show rate.
  - G.) Other. Type a response.

# + As you prepped for this webinar, did you see patterns of high No-Shows?

- Reason for visit/type of visit
- Established vs. New Patients
- Greater than 2-week wait vs. Same Day

Did you use the Go Deep Play?

## Research the Roots of Your Problem

#	<input checked="" type="checkbox"/>	Code	Description of play	Grade
9	<input type="checkbox"/>	R-1	<p><b>The Go Deep</b>            Interview by phone patients that have three or more no-shows. Ask them:</p> <p>① <i>Can you tell me why you missed your last appointments?</i>            ② <i>Is there anything we can do to help you keep your next appointment?</i></p> <p>Report findings back to the team.            Remember, patients miss appointments for lots of reasons, and many of them are because of things we could do better.</p>	A B C D F

# + Why do Patients No-Show?

## New Patients vs. Established

- New Patients No-Show Because:
  - We try to schedule them in longer appointment slots to establish care vs. take care of their acute issue. (And those are few and far between.)
  - They have no compelling reason to call us to cancel/reschedule. The only relationship they have with us is the wait time on the phone and the conversation with the receptionist.
- Solutions:
  - If your practice is looking to add new patients, consider having new patient outreach (the Coastal Health example)
  - Spend more time communicating who the provider and care team members are -- connecting them to the practice.
  - Let them know to expect a confirmation call.
  - Suggest they save the practice number in their phone for easier ID.

# + Established Patients...

- Established Patients No-Show because:
  - They know to expect long cycle times.
  - They can't get through on the phones to cancel or reschedule.
  - The appointment time didn't work for them in the first place.  
(Dr. Shepherd will speak to this later.)
  - They don't know their Patient Care Team and don't feel a sense of personal accountability.
  
- Solutions:
  - Create an cancellation phone-tree option (*Play 16-Where the Rubber meets the Road*)
  - Schedule patients at times convenient for them. Even though this is obvious, this will save you oodles of time in the long run.
  - Establish greater relationship with the patient care team. The front desk/phones should be part of the team.



# The No-Show Reduction PlayBook

*A Tool for DPI Teams*



DPI



# + The Top 7 Plays to Try

- **The Carrot (Play 22)** - *Reward staff team with the greatest No-Show reduction. Choose carrots that are both fun and meaningful*
- **Shoot For the Moon (Play 3)** – *set the bar high and keeping push the No-Show rate goal*
- **The Marquee (Play 5)**– *post results in a public area*
- **The New Script (Play 12)** – *keep revisiting the script to make sure it's getting what you need*
- **Variety is the Spice of Life (Play 13)** – *experiment with what time of day you make confirmation calls*
- **Pack your Parachute (Play 15)** – *Make sure calls are done by someone who cares if the patients show up for their appointments*
- **Just Do It Play (Play 6)** *Calculate the No-Show rate as the day unfolds...You'll see the impact on staff as you bring down the No-Show rate*





# + The Marquee

Week of: 8/5

Clinic Data

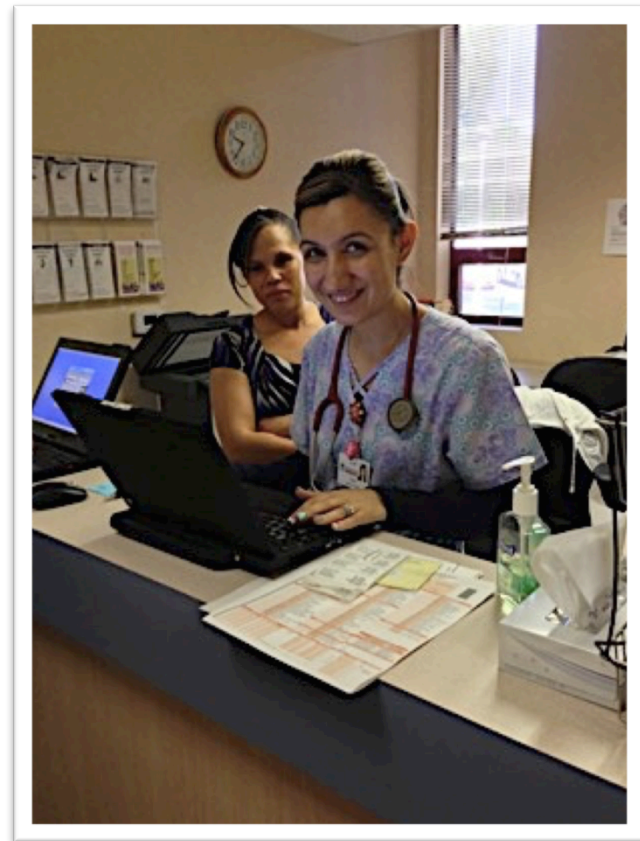
	Nejia	Tally	Shaw	Deleaz	Kwiatkowski	Lyong	Uppala
No Show	3.5	12.8	0	7.5	7.6	12	3
Capacity	108	84.8	105	96	91.3	107	97
Productivity	4.5	3	4.9	3.4	3.0	4.1	7

Clinic: 6.64% No Show, 4.26 Productivity  
98% Capacity

# + Change the Culture...

- Remember: the first step is to create dissatisfaction with No-Shows
- The biggest challenge is to make the leap from “we want No-Show’s” to “our clinic and our patients suffer when we have high No-Shows.”
- Use the data to connect the dots for providers and staff

**Beauty is in the Eye of the Beholder**  
**(Play 22)** *Remind yourselves why you’re here. Keep a patient-centered attitude at the heart of all work.*



# Additional Pearls of Wisdom



Dr. Carolyn Shepherd



# Lessons Learned: Same Day No-shows

- ✓ Established patients, supply≈demand
- ✓ Encouraged to take an appt. slot
  - ✓ Pressure to fill schedule
  - ✓ Patient wants to accommodate clinic
  - ✓ Patients in slots they don't want
- ✓ Follow no-show rates for same-day appts
  - ✓ Appointments booked today for today
- ✓ Create demand by expanding panels
  - ✓ Don't book patients into slots they don't want

Carolyn Shepherd, M.D.

Leibig  Shepherd

# Next Steps & Reminders



Complete list of events and reminders on program page: [www.expandingaccess.wikidot.com](http://www.expandingaccess.wikidot.com)

## Upcoming Events

- Next monthly webinar- **Jan 15, 12-1 pm**
- In-Person Workshop #2- **Noon Feb 18- Noon Feb 19**, Preservation Park, Oakland- *Invitation coming soon*
- Monthly “Roundtable Calls” starting on **Feb 5, 12-1 pm**- *Details coming in January*

## Notes & Reminders

- Sign up for coaching options online- sites can participate in multiple options
  - Internal facilitator webinar scheduled for **Jan 27, 2015, 10-11 am**. Facilitator nominations must be submitted using the coaching request form by **Wed, Dec 24**.
- Next quarterly reporting due **Jan 30**
- Keep on keepin’ on ... *and happy holidays!*

Webinar survey on next slide →