

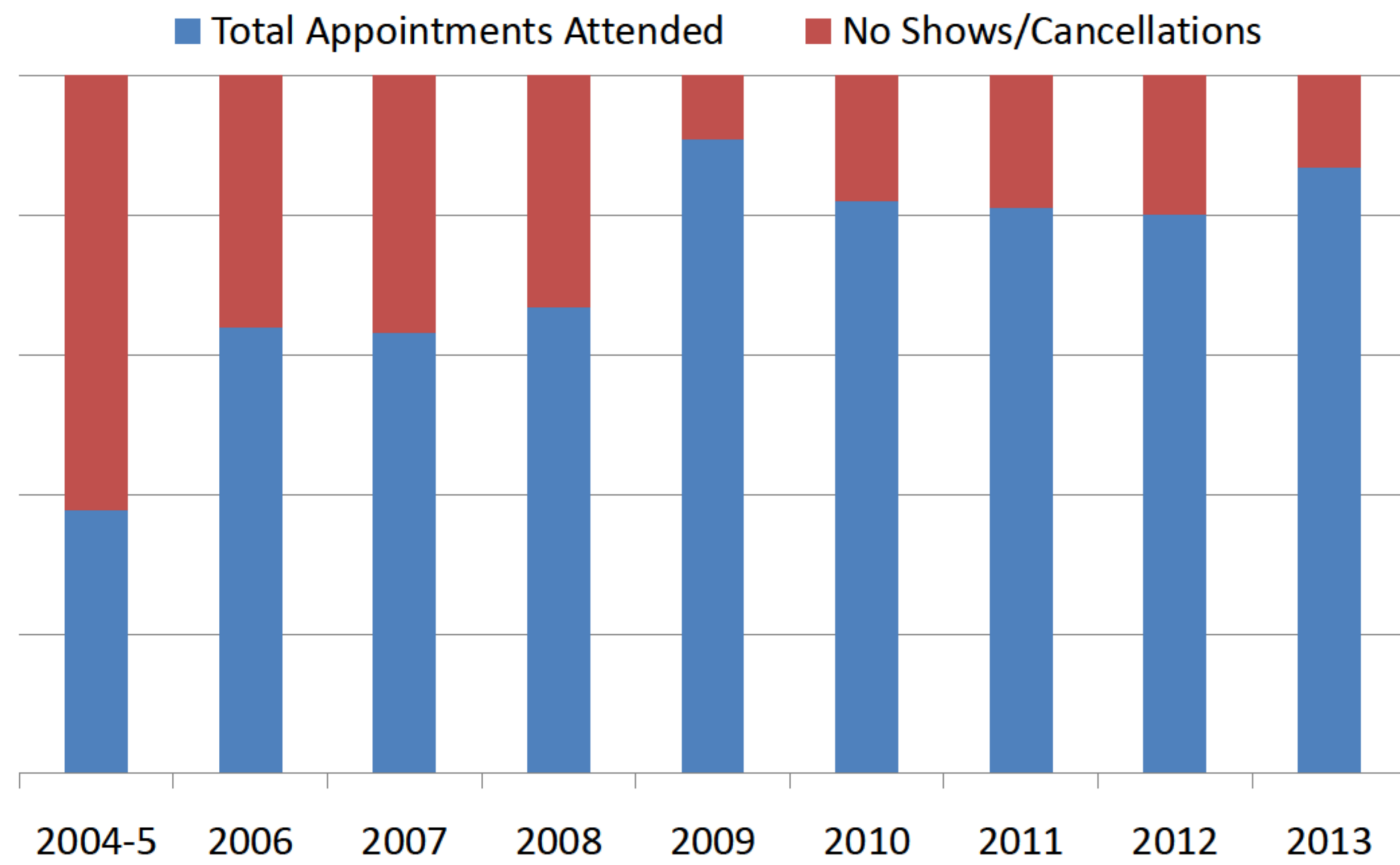


How you want to be treated.

Appointment No-show Rates - How One Hemophilia Team Tackled This Significant Problem

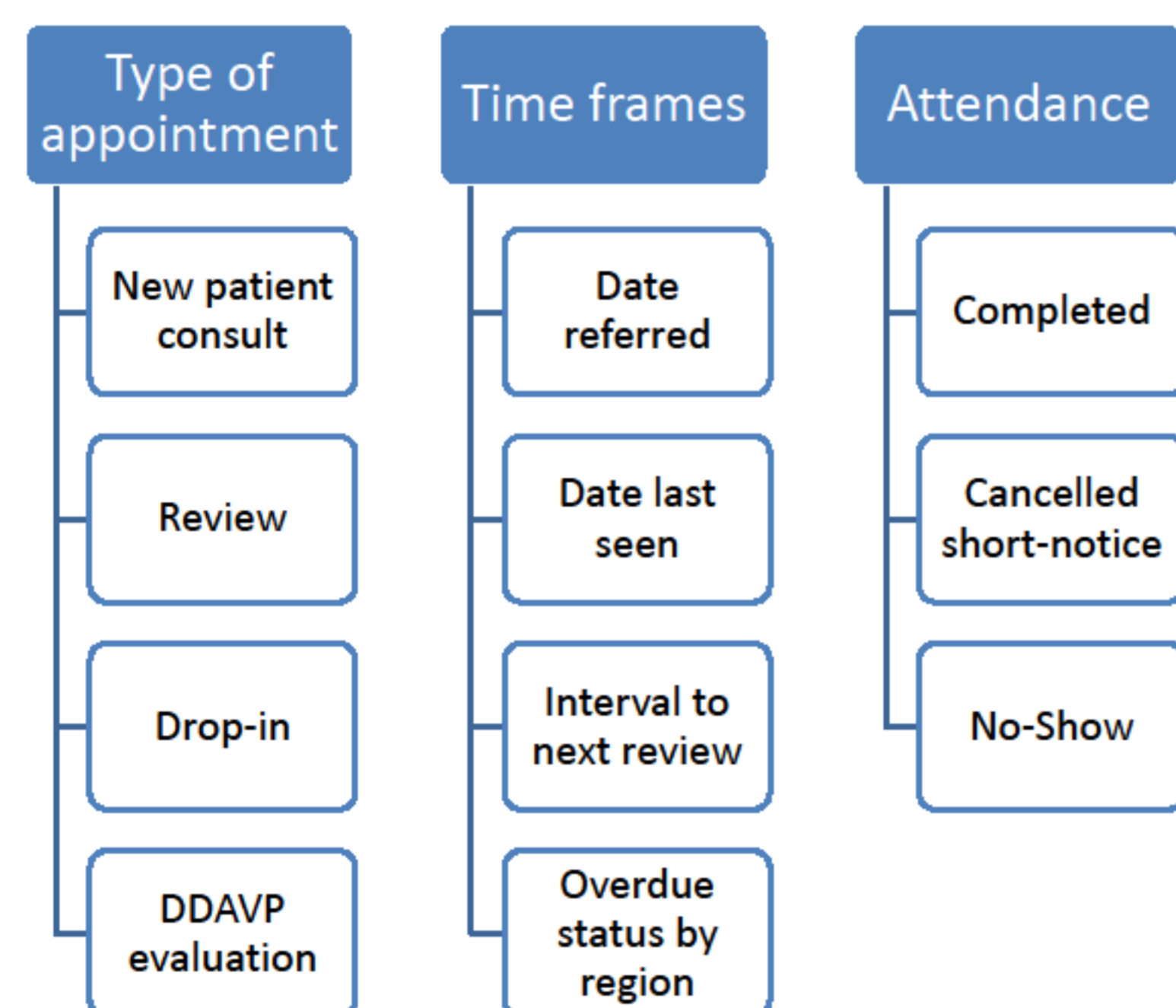
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Introduction In 2005 our team noticed a 17% no-show rate for our limited number of clinic appointments. For a program of >400 patients, our shared clinic space is restricted to one morning per week, and over 50% of our patients were overdue for followup. Missed appointments waste clerical and professional time and deny waitlisted patients an otherwise available appointment. If left unchecked we have modeled that the cost of our no-show appointments would have exceeded \$74,000 CDN in 2012. We decided to address this significant problem and have successfully reduced our no-show rate to less than 5% in 2012. (Weatherston & Gue, JECH, Nov. 2013), and 3% in 2013.



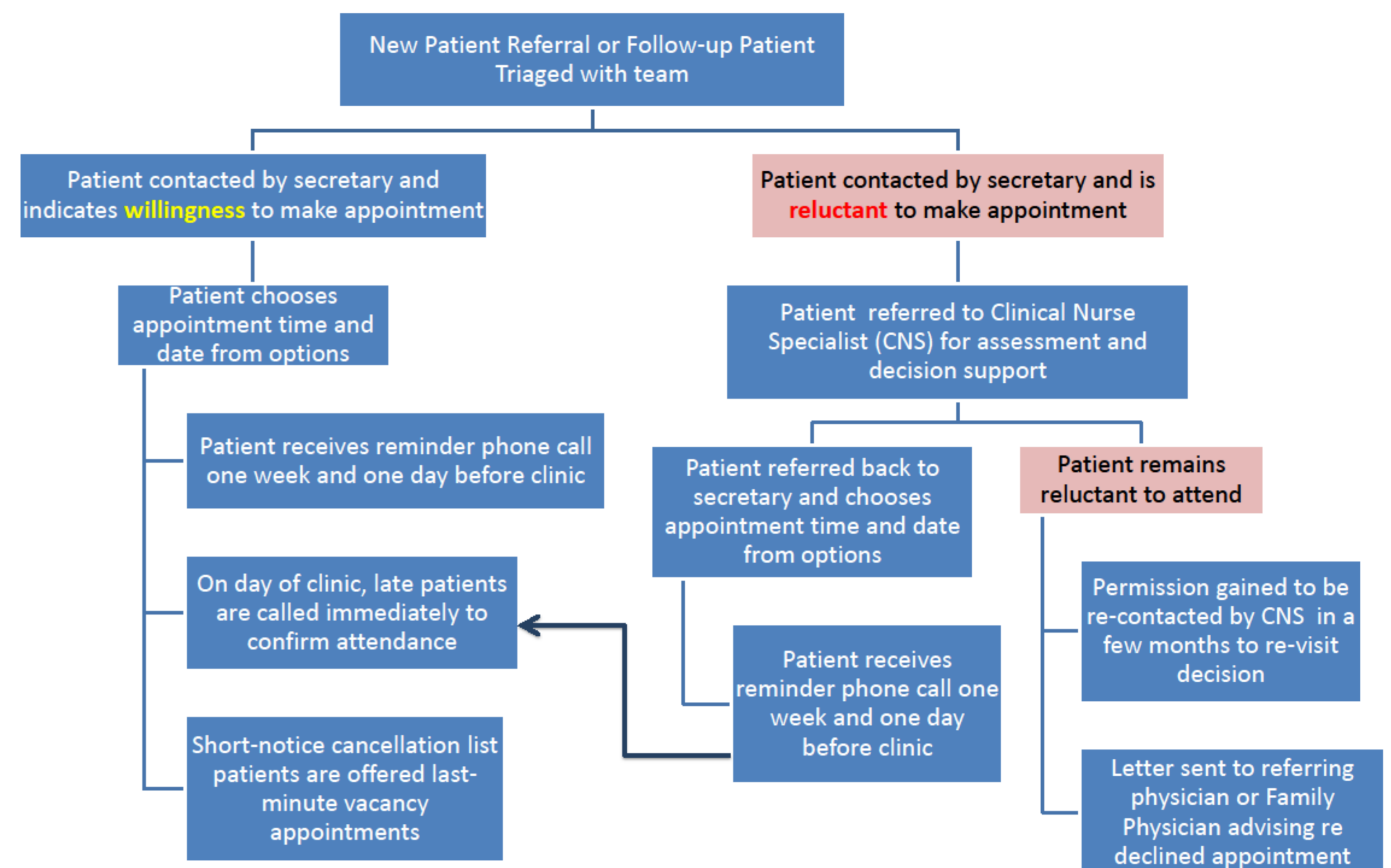
Methods All team members trained in and utilized motivational interviewing techniques to enhance patient engagement with the clinic¹. A tracking system was set up to automatically calculate and document type of appointment and frequency of clinic non-attendance. Patients were prioritized for limited clinic appointments and strategies to promote clinic attendance were implemented. Patients had a high degree of input on appointment dates and times and received detailed instructions. All reluctant patients were referred to the clinical nurse specialist for additional assessment and intervention. All patients received a personal reminder via phone or email the week and day before their appointment. Patients willing to fill no-show spots were placed on stand-by for short-notice attendance.

What we track...



How we talk with patients – the most important thing...

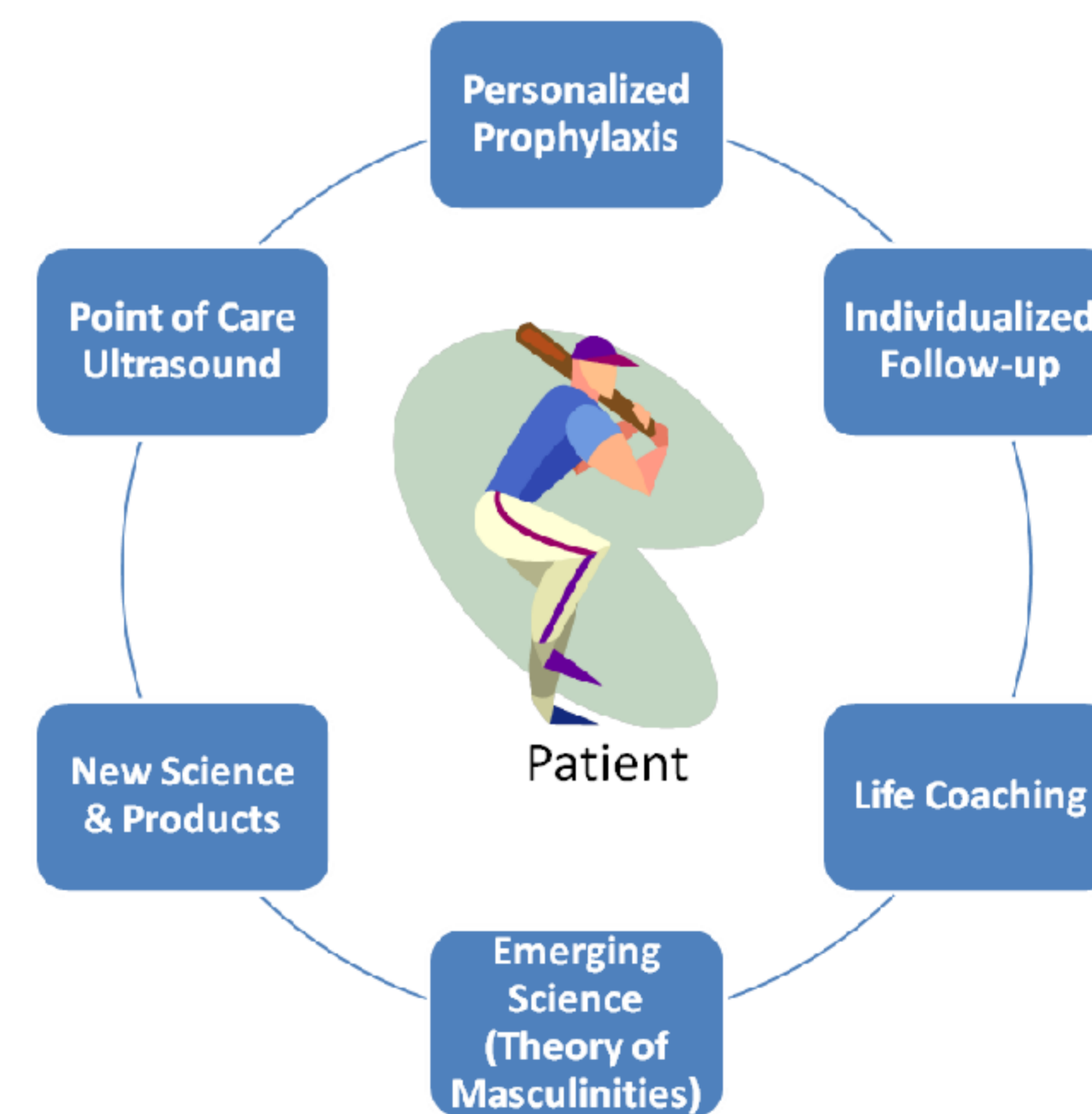
Motivational interviewing (MI) is a guiding approach to helping people strengthen their motivation for change. Our whole team trained in MI, and have learned techniques that help us recognize and emphasize what is important from the patient view rather than the clinician agenda. By encouraging the patient to set the agenda we have found that conversations lead to valuable information that may have been missed. This information is often key to understanding how we can truly collaborate with them as partners in their care. Patients who have previously been labeled as “difficult” or “non-compliant” are valued as experts in their own lives and are invited to teach us what works for them.



Results In addition to declining no-show rates, we have noticed a higher degree of patient engagement with the team and resulting shifts toward more effective bleeding disorder management. Patients make clinic appointments and usually keep them! We have observed more patient calls for bleeds and procedure management as former “non-attendees” improved attendance at clinic. We have also noted increased concordance between treatment recommendations and reported factor utilization.

What's Next? The “Tools” of Engagement Decreasing our no-show rate in clinic has been very satisfying. But how do we keep patients coming back? We believe that patients willingness to return to clinic is related to strategies that strengthen the patient-provider relationship. These “tools of engagement” reflect our team’s collective areas of interest and research.

The Tools of Engagement



Conclusion Our reality of severely restricted clinic space and limited capacity for drop in visits has compelled us to generate creative approaches to increase patient engagement. Every interface with the patient, whether it is a request to order factor, the need for a clinic letter, or help with an up-coming procedure, is an opportunity to strengthen the partnership with the team. Effective communication during these encounters increases clinic attendance resulting in identification of patient priorities and a chance to support their efforts to manage their bleeding disorder. The most effective strategies all highlight a similar theme; get to know the patient and start with their priorities as opposed to ours.

¹Acknowledgement to Baxter Canada for their generous support of Motivational Interviewing training for our entire team.