

IMPROVING NO SHOW RATES AMONG ADULT PRIMARY CARE PATIENTS

Improving no show rates among adult patients in primary care

Camille Ava Loanzon Canlas, MSN, APRN, FNP-C

Johns Hopkins School of Nursing

NR.210.889 Project Evaluation and Dissemination

Project Advisor: Mojgan Azadi, DNP, Ph.D, MSN, RNC, CNE cl

Assignment Due Date: April 9, 2023

On my honor, I pledge that I have neither given nor received any unauthorized assistance on this paper. April 7, 2023

Abstract

Background and Purpose: No shows affect healthcare practices' productivity and profitability and patients who missed their follow-up appointments are at risk for poor health outcomes and have higher outpatient and inpatient hospital service usage. Adult primary care patients who missed their follow-ups have increased risks of adverse health outcomes affecting their quality of life. There are several interventions to address no shows, including reminder systems and patient navigators, however, no shows persist. The purpose of this project is to assess nursing compliance with patient education on follow-up visits following an evidence-based nursing education program.

Methods: This quality improvement project was conducted in a primary care practice in the East Coast and used a pre- and post-intervention design comparing nursing responses to an Attitudes, Beliefs, and Knowledge Questionnaire following a nursing education program focused on educating primary care patients on the importance of adhering to follow-up visits. The questionnaire was adopted from another DNP project that focused on reducing no shows and the tool has not been validated.

Results: A total of three nurses who met the inclusion criteria participated in this project and they all completed the pre- and post-intervention questionnaire. There was a significant difference between the mean scores from pre- and post-intervention. Following the nursing education program, nursing adherence to patient education increased 22% compared with 76% adherence pre-intervention to 98% post-intervention.

Conclusion: Patient navigators who assist with patients' needs and help them understand the importance of adhering to follow-up visits play a significant role in addressing no shows. There is not a one-size fits all solution for no shows and multiple interventions can be used to resolve this concern.

Implications: There is no single most effective way of addressing no shows as interventions should be targeted to the patients' reasons for missing appointments and considering the characteristics of the healthcare practice.

Keywords: no show, missed appointments, primary health care, office visits, follow-up