

## PROBLEM

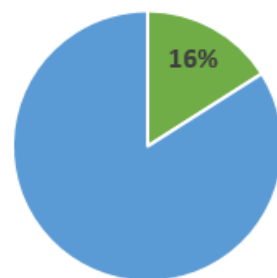
The volume of CT and Ultrasound patients who are “no-showing” their appointments has increased since the implantation of EPIC. While ordering providers are notified via EPIC in-banked regarding no-show patients, less than 25% of all no-show patients are calling back to reschedule their appointments.

## SCOPE IN/OUT

**IN** CT & Ultrasound – University Campus – Adult Patients – Radiology Department - Outpatients  
**OUT** All other campuses, modalities. Pediatrics patients, Inpatient & ED patients

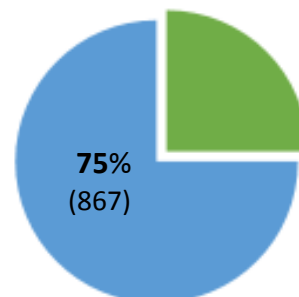
## BACKGROUND / CURRENT CONDITIONS

### Ultrasound No-Show Rate



16% (n=704) of patients scheduled for Ultrasound were No-Show

### No-Shows Rescheduled



75% (n=867) of patients who No-Show did NOT reschedule their appointment



## TOTAL NO-SHOWS BY DEPARTMENT

Ultrasound Department

**704**



CT Scan Department

**453**

## ESTIMATED FINANCIAL IMPACT POTENTIAL LOST REVENUE

**\$112,732.60**

\*Based on average Medicare reimbursements for Ultrasound and CT

## ROOT CAUSES

MAN/PEOPLE

\* Appt not No-Show Correctly

METHODS

\*No method in place to call back patients who no-show

MACHINE

\*Callpoint not making post-no show calls

MATERIALS

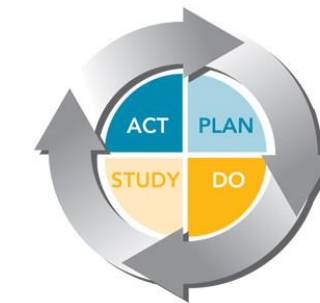
\*No scripts created in CallPoint for CT/US

## SMART GOAL: Reduce No-Show Rate by 3%

### PLAN - Countermeasure

Develop a process by which the previous day's no-show patients can be contacted and rescheduled to a different day and time.

- Develop a way to identify the previous day's no-shows.
- Create a process using existing resources to make outbound calls to patients.
- Identify WHY patients are no-showing to their appointments.



### DO - Implementation

- Scheduling team will generate daily report (in EPIC) of the previous day's no-shows.
- Scheduler of the day will make outbound calls (Mon-Fri) to patients on that list.
- Reason for no-show will be documented using a categorized tick-sheet

### STUDY - Conclusion

#### REDUCTION OF AVERAGE NO SHOW RATE

**12%**

CT/US No shows March '18 – Sept '18

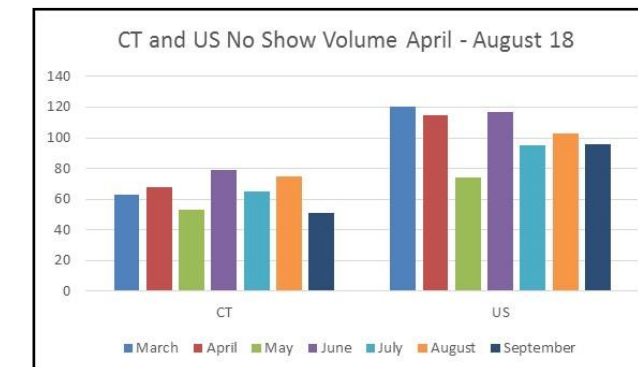
#### IMPROVEMENT OF NO SHOW RESCHEDULE RATE

**16%**

% of no-show patients who rescheduled their appointment

### ACT – Follow Up / Actions

An issue was also discovered and resolved as a result of this program where by it was found that Cadence and Radiant Universes were not communicating in Real Time. This was preventing WEST from making outbound calls to patients who had no-show to their appointments, resulting in a 0% capture rate.



## ESTIMATED IMPROVED REVENUE BY RESCHEDULING PATIENTS

**\$18,037.21**

\*Based on average Medicare reimbursements for Ultrasound and CT