

AIM (plan)

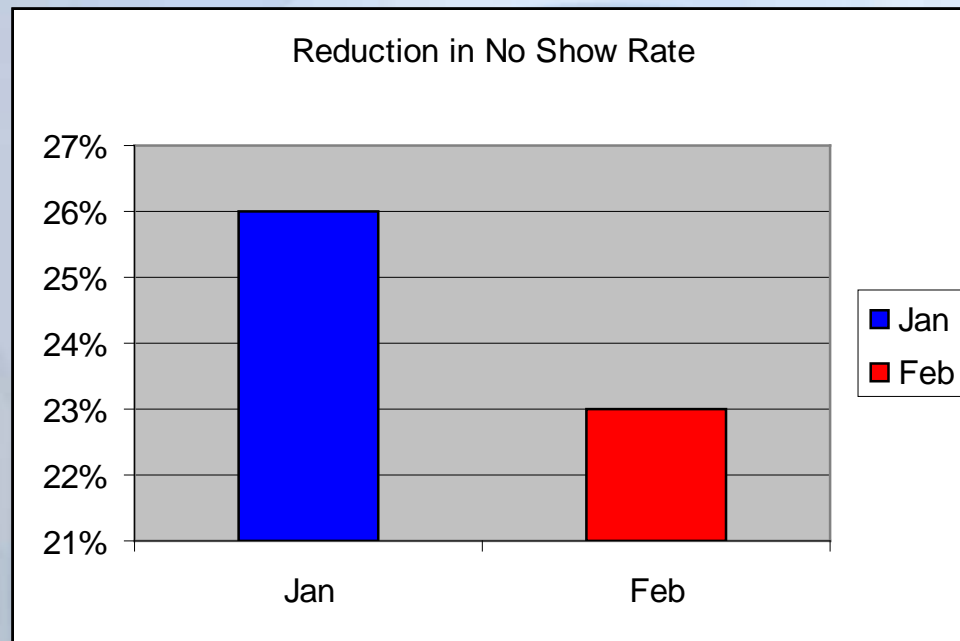
- Reduce No-Show rate for all appointments.

CHANGE (do)

- Call each client 24 hours prior to appointment with a reminder (Monday appointments to be called on Friday).



RESULTS (study)



NEXT STEPS (act)

Clinician will call clients who no-show for their appointments that same day or as soon as possible to ask why the appointment was missed. Clinician will help the client to problem-solve the situation.

IMPACT (business case, lessons learned)

- Reminder calls did not significantly reduce no-shows.
- Even with a 3% reduction, the savings in generated revenue, for the medical center was \$1200.00 for one month. A similar reduction over one year would result in \$14,400.00 increase in revenue.

