Project Title

Reducing ENT Clinic First Visit No Show Rate

Project Lead and Members

Project lead: Dr Hu Huixin

Project members: Dr Somasundram Subramaniam, Yeo Shuqi, Joyce Tan Ai Mei

Organisation(s) Involved

Ng Teng Fong General Hospital

Healthcare Family Group Involved in this Project

Medical, Operations

Aims

To reduce A/E referrals FV no show rate from 32-45.6% (38.2) to 30%.

To reduce overall ENT clinic FV no show rate from 29.9% to 20%.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

Calling of patients who do not respond to SMS does help to decrease A/E first visit no show rate from 38.2% to 31.5%. Although overall first visit no show rate is slightly lower at 28.2%, it is still higher than the target of 20%. The project has brought the

clinical team closer to the operations team so as to explore the possible solution/s to improve ENT first visit no show rate.

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Access to Care, workflow redesign

Keywords

ENT Clinic, First Visit No Show

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REDUCING ENT CLINIC FIRST VISIT NO SHOW RATE

MEMBERS: DR SOMASUNDRAM SUBRAMANIAM, DR HU HUIXIN, YEO SHUQI, JOYCE TAN AI MEI

- ☐ SAFETY
- ☐ QUALITY
- ☐ PATIENT EXPERIENCE
- ✓ PRODUCTIVITY
- ✓ COST

Define Problem, Set Aim

Problem

Between May 2020 to April 2021, the First visit (FV) no show rate was high 22-45% (29.9%). This is higher than the target of 20% and below.

- Intra-hospital A/E referrals make up 41-42% of first visit no show. And the FV no show rate for AE referral was 32-45.6 (38.2)%.
- 2nd highest FV referral was from NHG polyclinic and 3rd highest FV referral was from intra-hospital clinics
- Resulting in average 285 appointment slots wasted a month.
- Reducing no show rate will help to decrease the wait time for new referrals.

Aim

To reduce A/E referrals FV no show rate from 32-45.6(38.2) to 30%.
To reduce overall ENT clinic FV no show rate from 29.9% to 20%
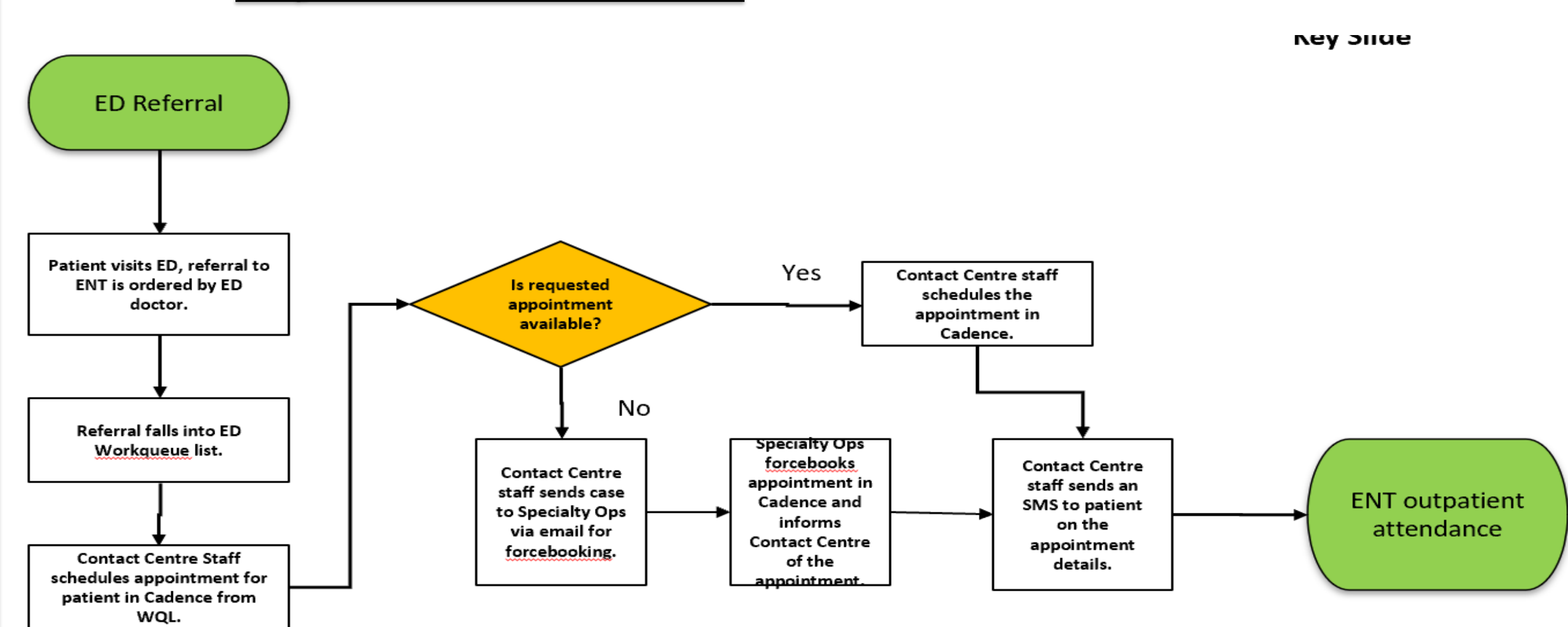
Establish Measures

Performance _before interventions_?
The FV no show rate for AE referral was 32-45.6 (38.2)%.
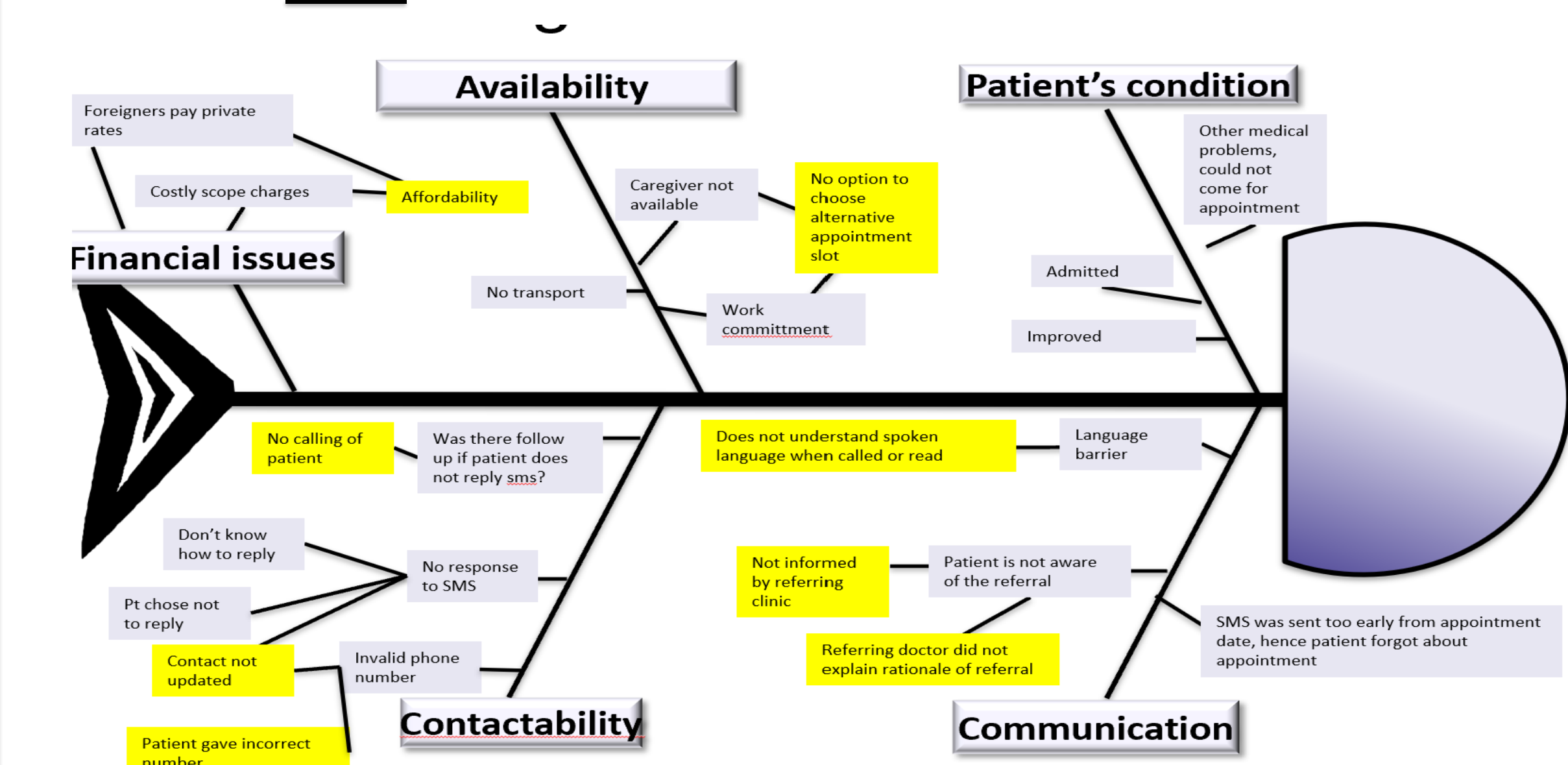Between May 2020 to April 2021, the First visit (FV) no show rate was high 22-45% (29.9%).

ED and Total first visit No-Show Rate
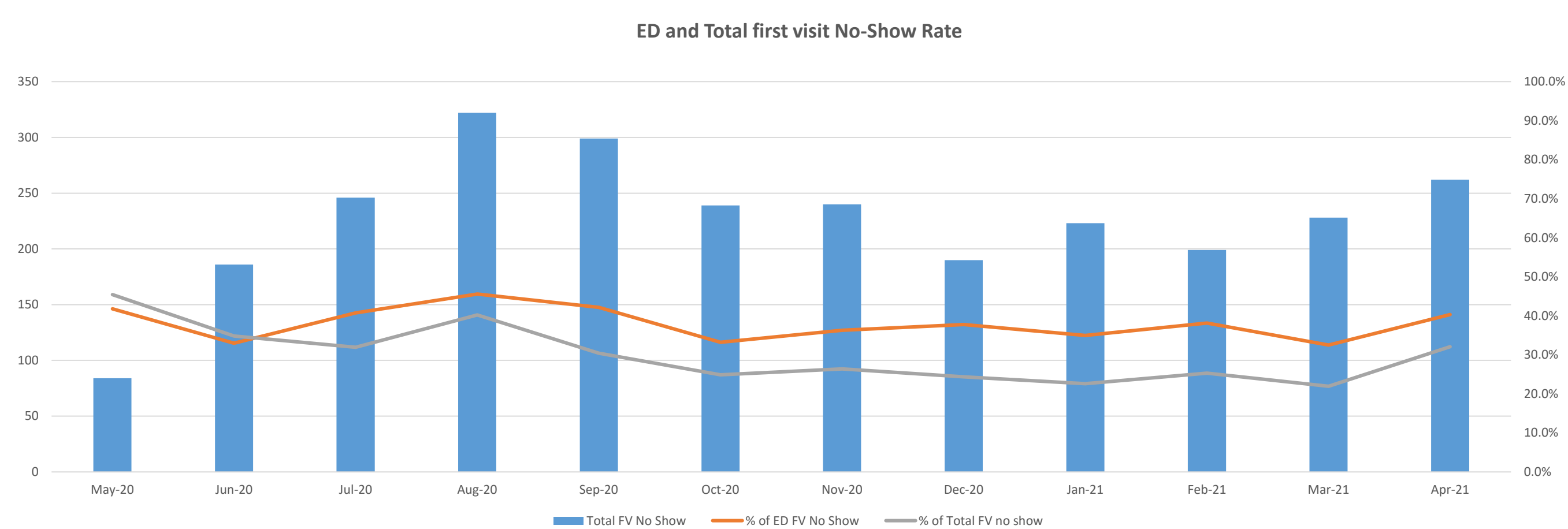
Analyse Problem
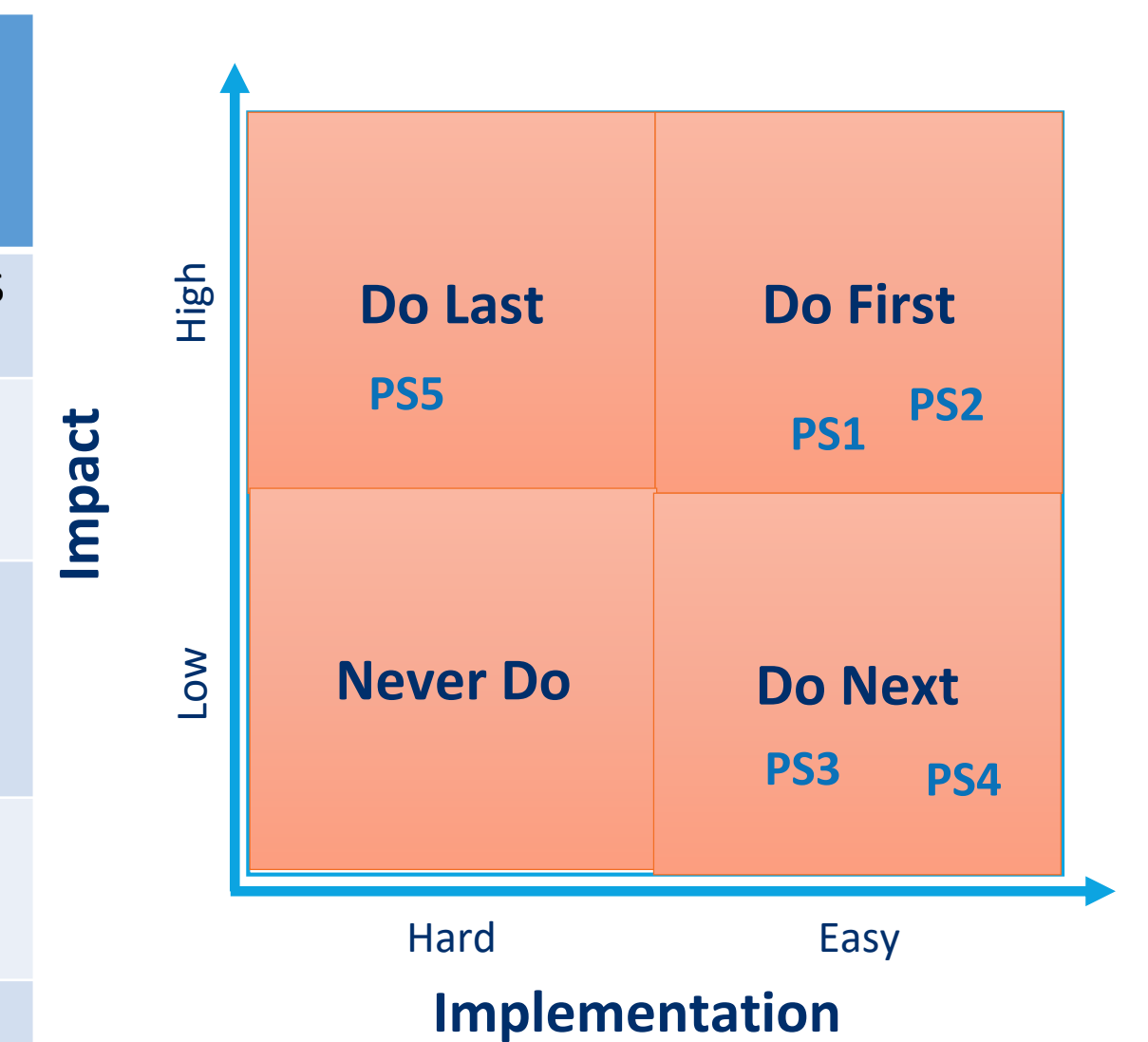
Process _before intervention_

Key Slide

Probable _root_ cause

Select Changes

What are all the probable solutions? Which ones are selected for testing?

	Potential solutions
the top cause of no show was determined as that of A/E first visit non attendance. The workflow was changed from just SMS to calling the A/E first visit patients who did not respond to SMS.	
the top cause of no show was determined as that of A/E first visit non attendance. The workflow was changed from just SMS to calling the A/E first visit patients who did not respond to SMS.	1 Call patients who do not respond to the SMS if he or she is attending
	2 Maintain a waitlist of patients who would like to be seen early. Add these patients to cancellation slots.
	3 Maintain uptodate telephone numbers and inform patient that they may be called to confirm if they are attending the clinic appointment.
	4 Remind patients to cancel appointment 2 days before actual appointment if he or she is not coming.
	5 Talk to doctors about making unnecessary referrals

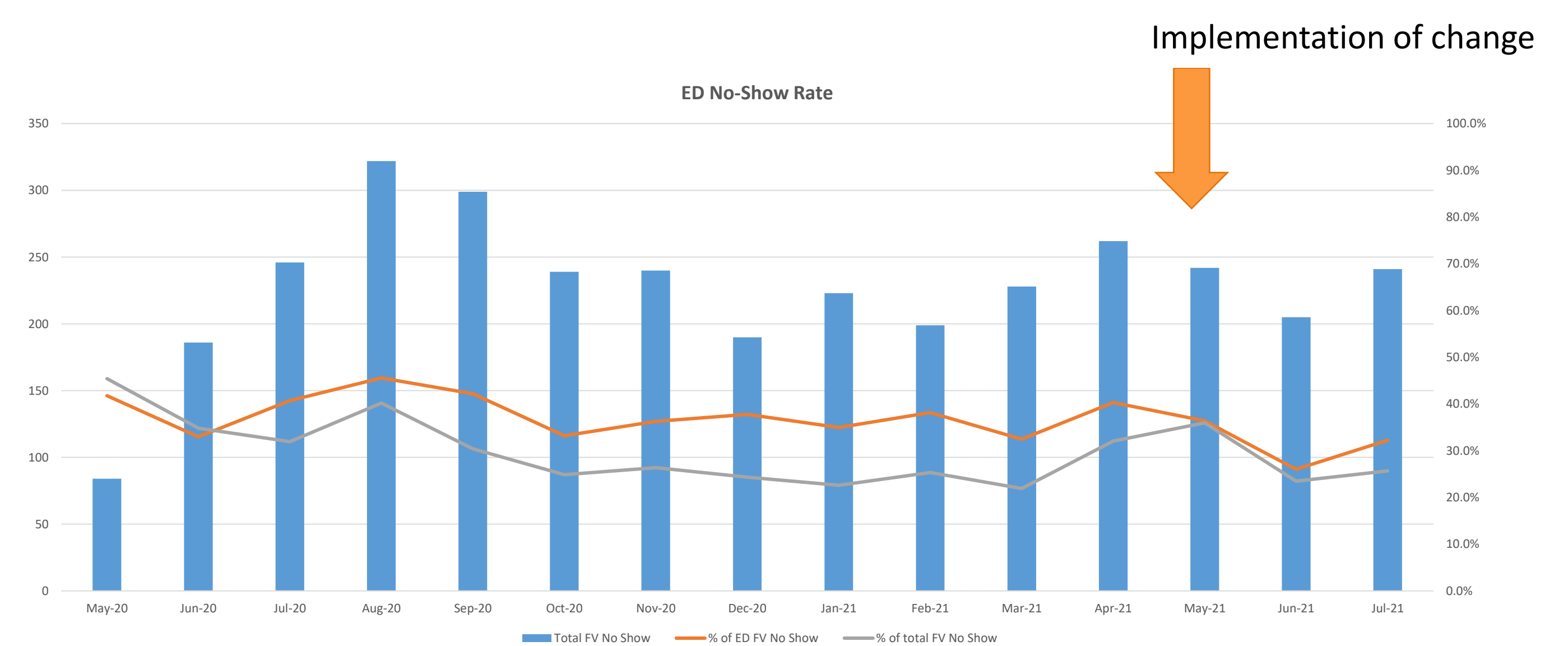| Impact		
High	Do Last PS5	Do First PS1 PS2
Low	Never Do	Do Next PS3 PS4
	Hard	Easy

Implementation

Test & Implement Changes

The top cause of no show was determined as that of A/E first visit non attendance. The workflow was changed from just SMS to calling the A/E first visit patients who did not respond to SMS.

There was a decrease in the A/E first visit no show rate from 38.2% (July 2020-April 2021) to 31.5% for the period of May- July 2021.

The overall first visit no show rate was lower for the period of May 2021- July 2021 (28.3%) than that of May 2020-April 2021 (29.9%).

Implementation of change

ED No-Show Rate

Plan	Do	Study	Act
Patient's condition improved. - Call patients who did not respond to SMS reminder	Yes, for period May to July 2021. It was stopped in August due to lack of manpower.	Slight decrease in the first visit A/E no show rate and overall first visit no show rate. No decrease in overall no show rate.	Adopt. To consider reminding patient to call and cancel appointment if feeling better.

Top 3 diagnosis of A/E FV no show (% of total A/E FV no show for May-July 2021)
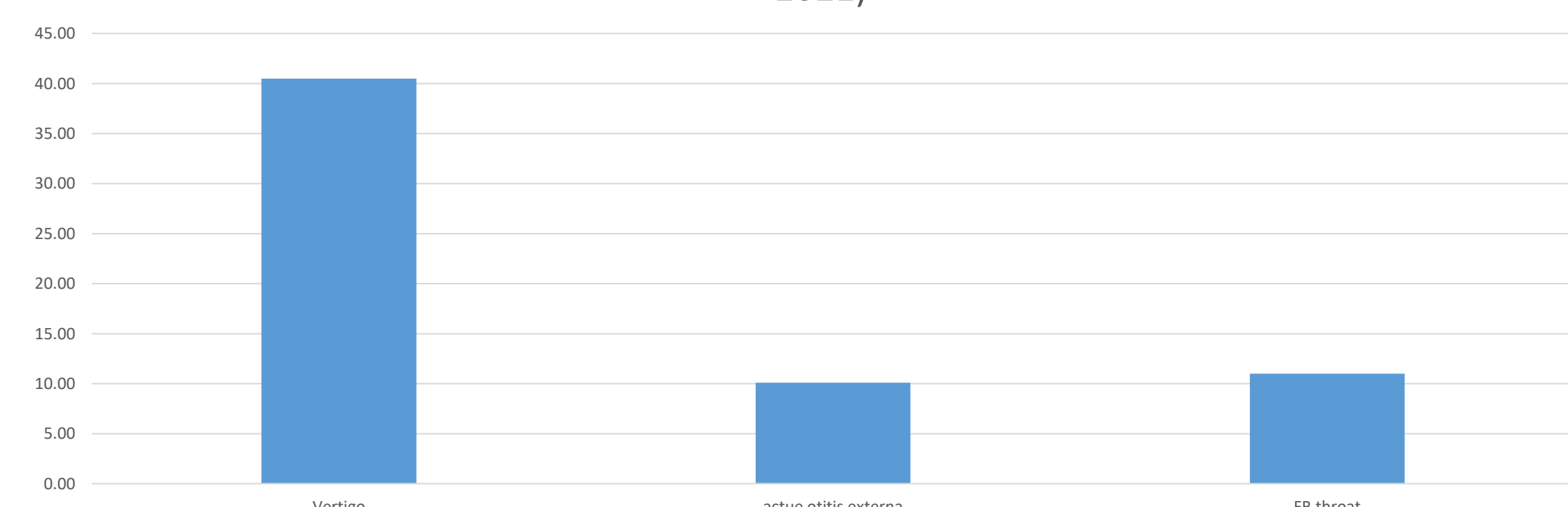
Other causes can be explored to bring down overall first visit no show rate further, such as reminding patients especially those with diagnosis of vertigo, foreign body of throat and acute otitis externa, whose condition have improved to call and cancel appointment at least 24hours ahead.

Spread Changes, Learning Points

Calling of patients who do not respond to SMS does help to decrease A/E first visit no show rate from 38.2% to 31.5%.
Although overall first visit no show rate is slightly lower at 28.2%, it is still higher than the target of 20%. The project has brought the clinical team closer to the operations team so as to explore the possible solution/s to improve ENT first visit no show rate.