Introduction

- The No Show Rate in First Visit Clinics in Orthopaedic Surgery Referred from Emergency Department is 40%
- 50% of patients who default have lower back pain
- On average, Hospital no show rate in clinics is ~20%

Objectives

To Reduce the No Show Rate of First Visits of Patients with Lower Back Pain, Referred by Emergency Department to Orthopaedic Surgery, from 50% to 20% over 6 months.

Methodology

Fish Bone Chart to identify root causes

Pareto Chart - Voting for the top causes

Implementation

1) Calling patients to remind them of appointment
2) Filling in no-show slots with patients with later appointment dates

Results

- Reduction of no show rate from 50% to 20%
- Increased utilisation of clinics - 18 more patients seen per week
- Theoretical cost savings of $408 per week*

Conclusion

- Simple and effective solution to reduce no show rate
- Allows efficient usage of clinics
- Potential cost savings
- Timely access to resources: Reduces overall waiting time for patients awaiting specialist review

*assuming revenue from 1 patient is $38 and manpower cost is $276 per week