

Reducing the No Show Rate in Orthopaedic Clinic

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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

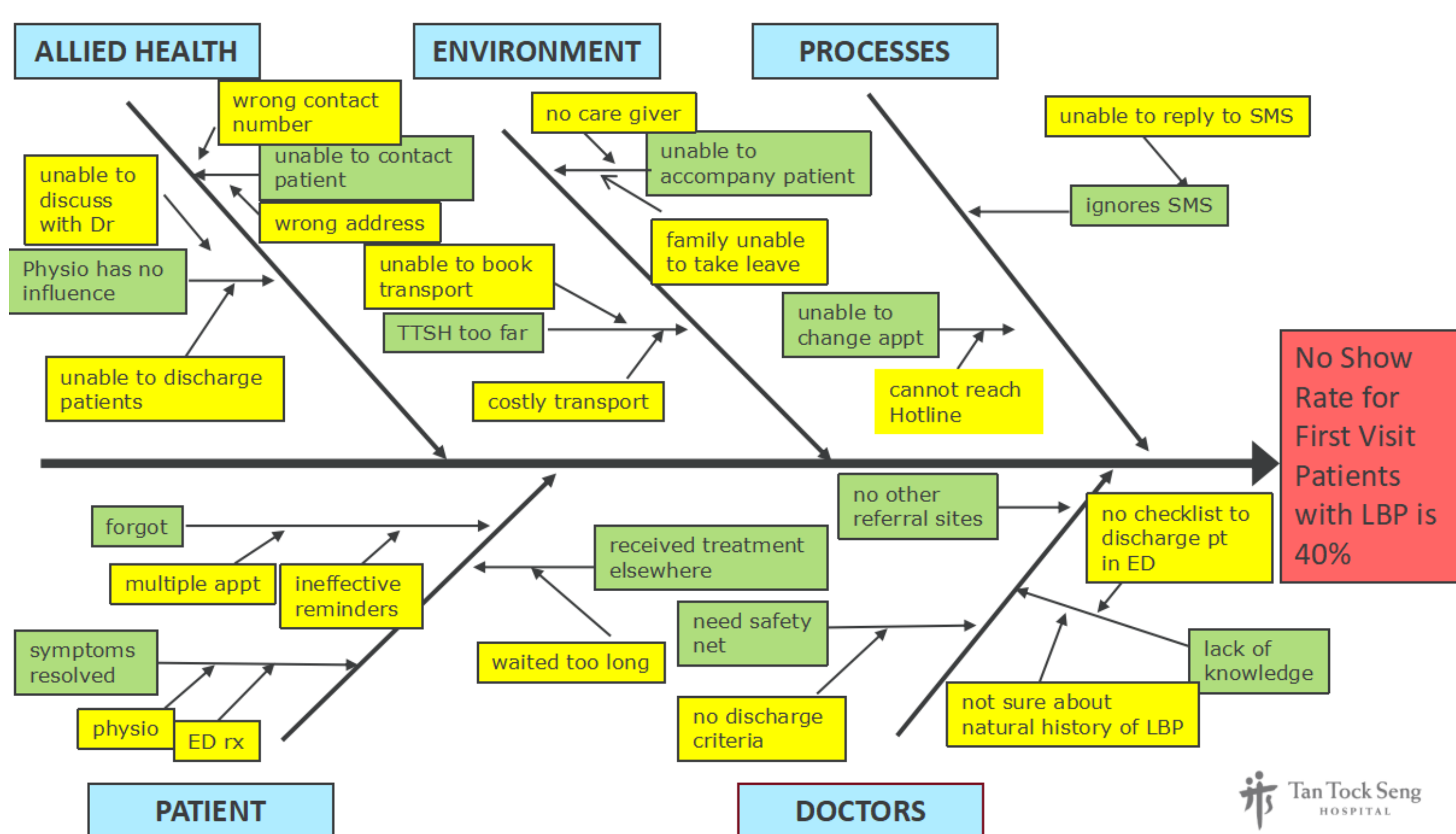
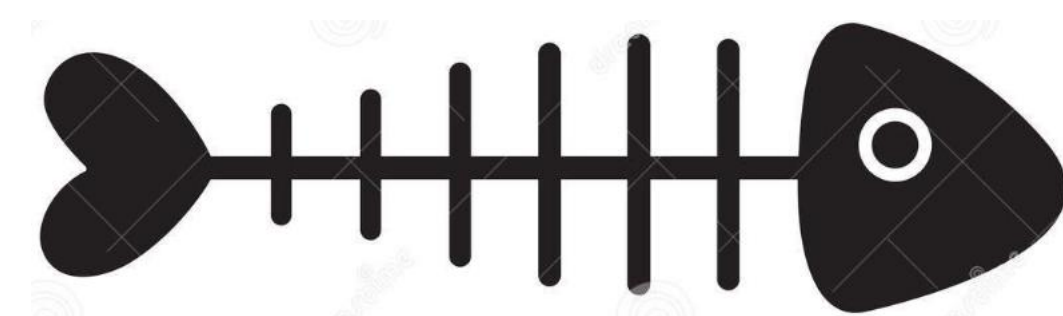
•On average, Hospital no show rate in clinics is ~20%

Objectives

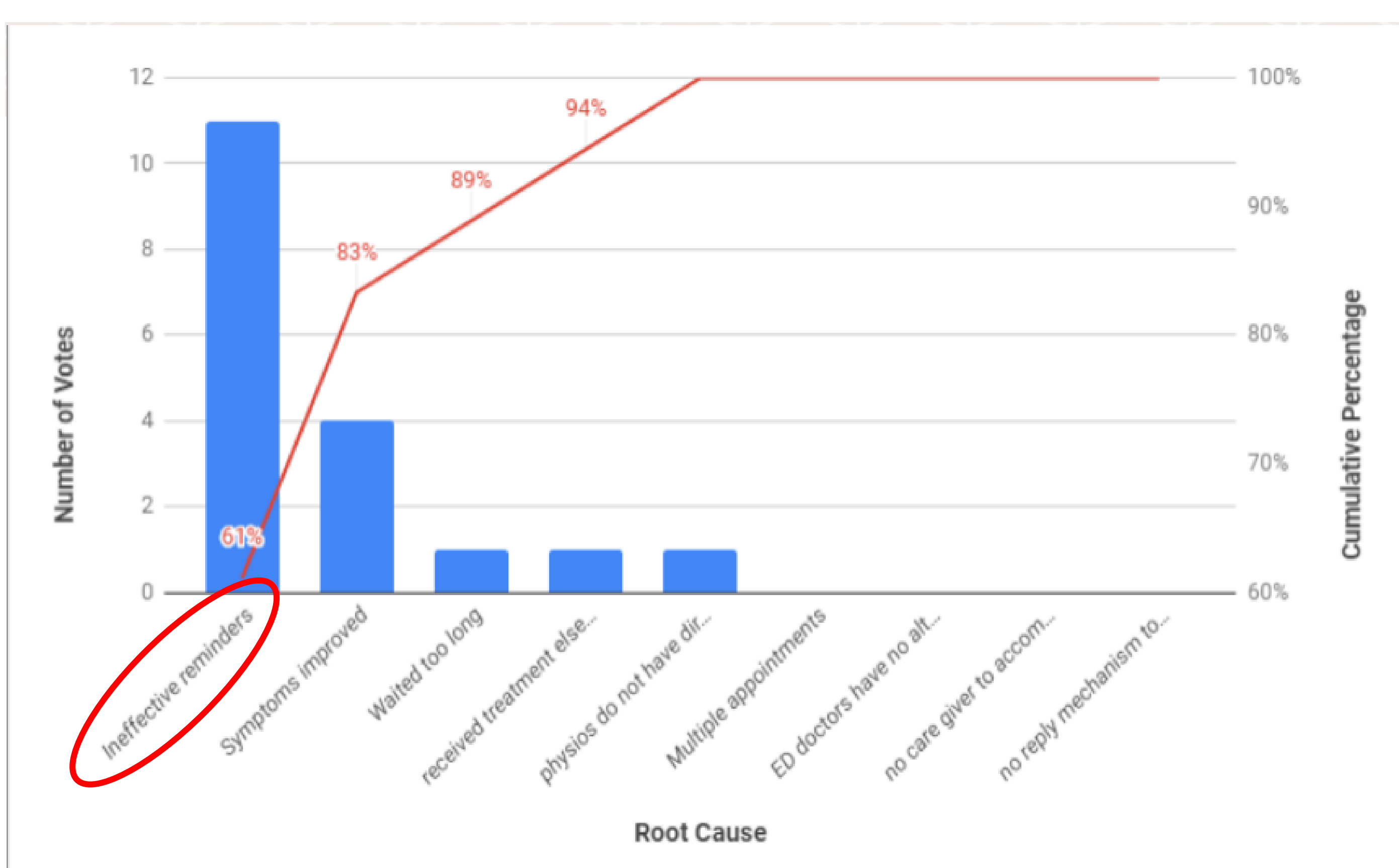
To **Reduce the No Show Rate** of First Visits of Patients with Lower Back Pain, Referred by Emergency Department to Orthopaedic Surgery, **from 50% to 20%** over 6 months.

Methodology

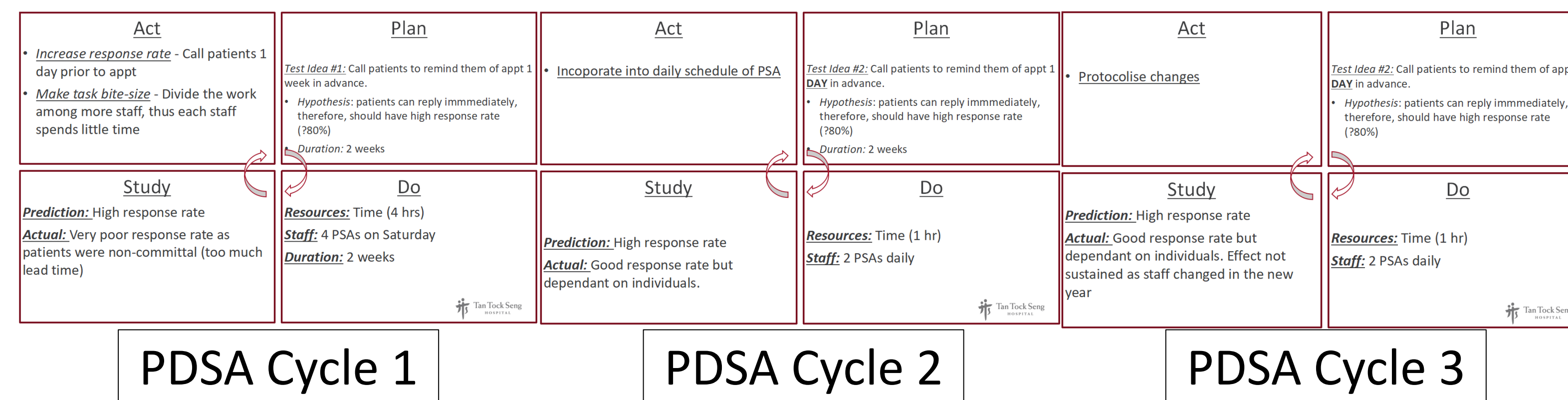
Fish Bone Chart to identify root causes



Pareto Chart - Voting for the top causes



PDSA Cycles: Fine tuning the implementations

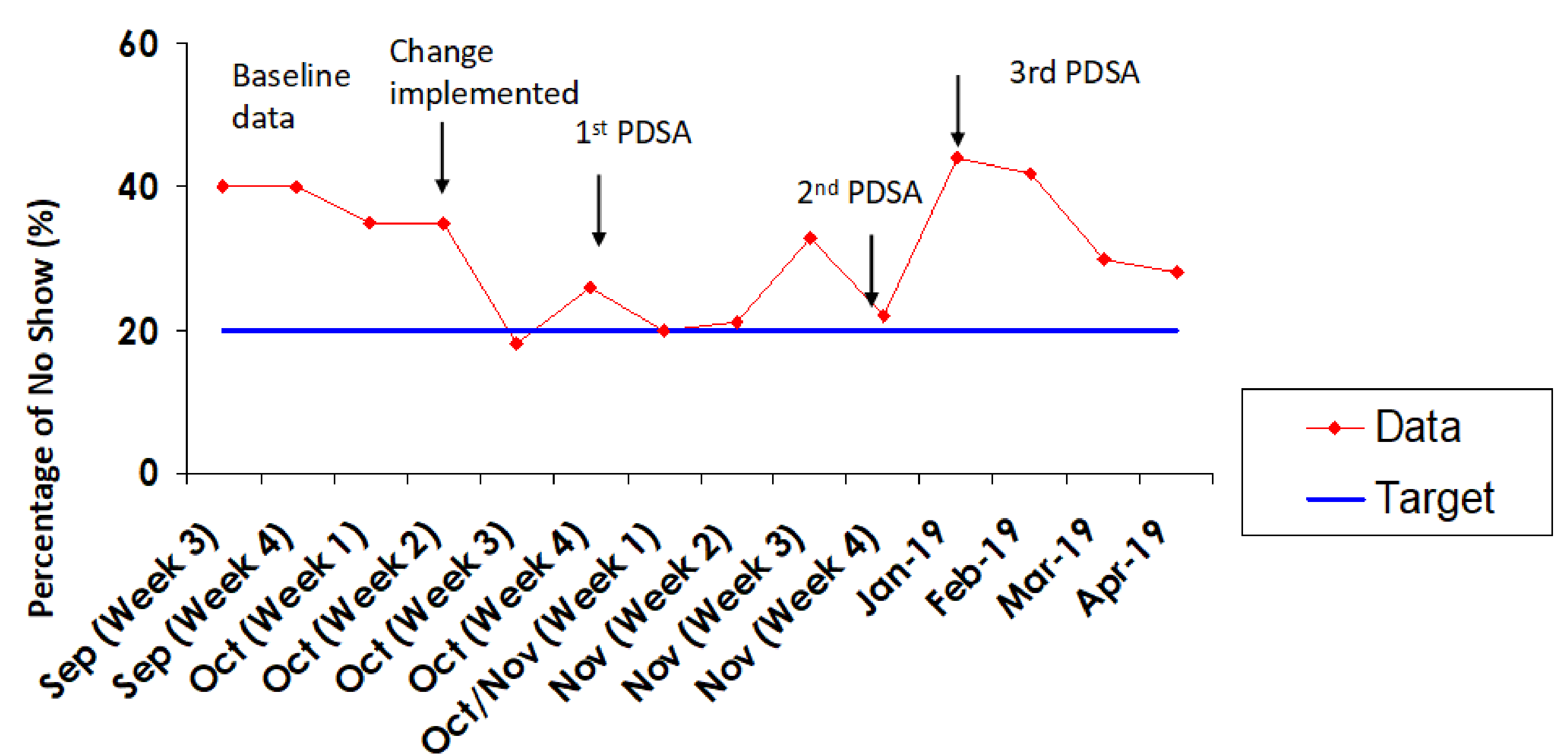


Implementations

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

Results

No Show Rate in Clinic



- 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