

Reducing No-Show rate for NDCS Patients having Medical Social Worker (MSW) Appointment



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Introduction

The median no show rate for NDCS' patients with Medical Social Worker(MSW) appointment is 34% from July 2014 to January 2015. A team comprises of Operations, Medical Social Worker and Clinical Services was formed to look into reducing the high No-Show rate.

Objective

To reduce the monthly median MSW No-Show rate for NDCS' patients from 34% to 17% in 3 month.

Methodology

The team mapped the existing appointment process as shown in Figure 1 and analyzed the root causes using Ishikawa diagram(Figure 2). Subsequently, team piloted the interventions using PDSAs before full scale implementation.

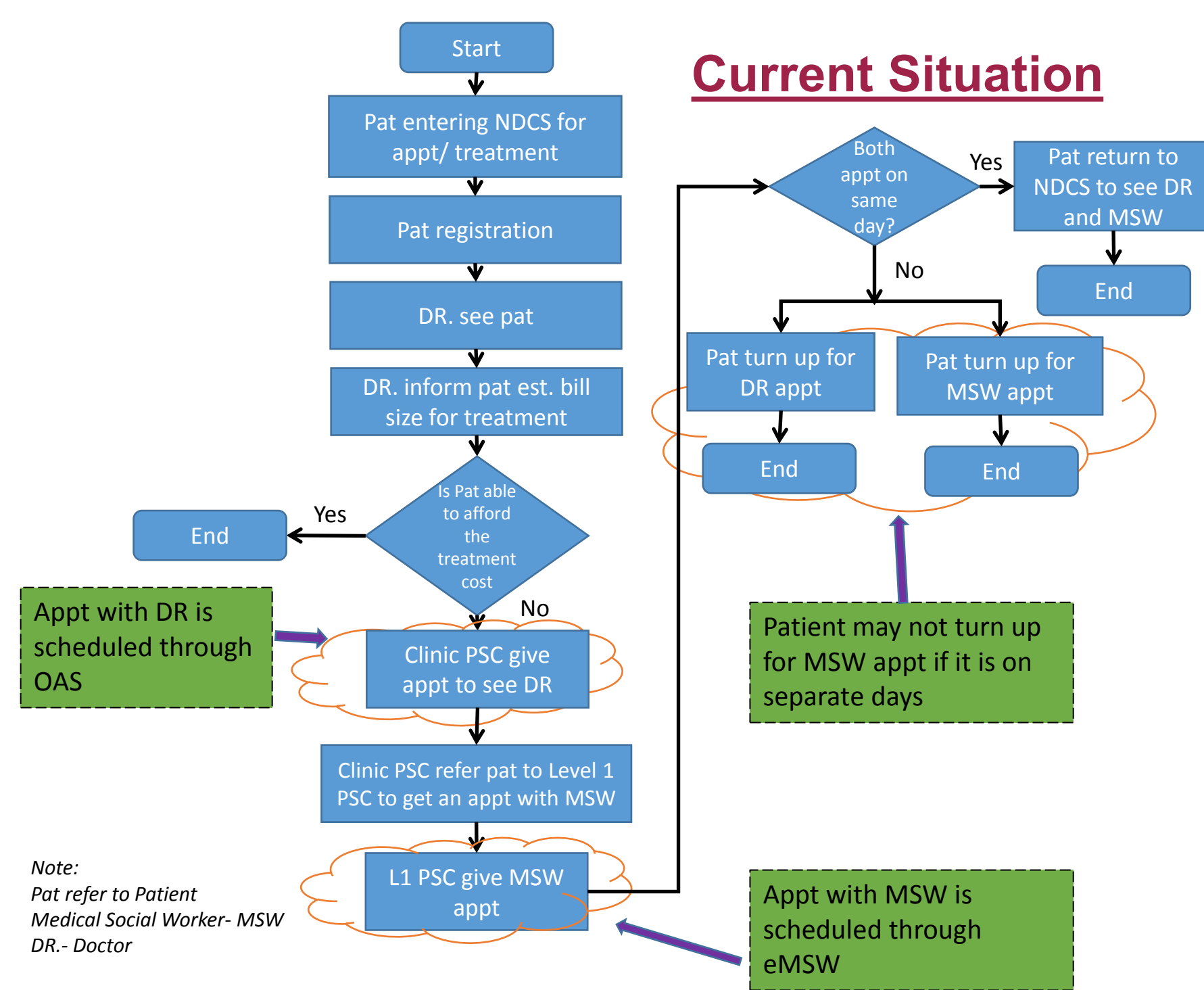


Figure 1

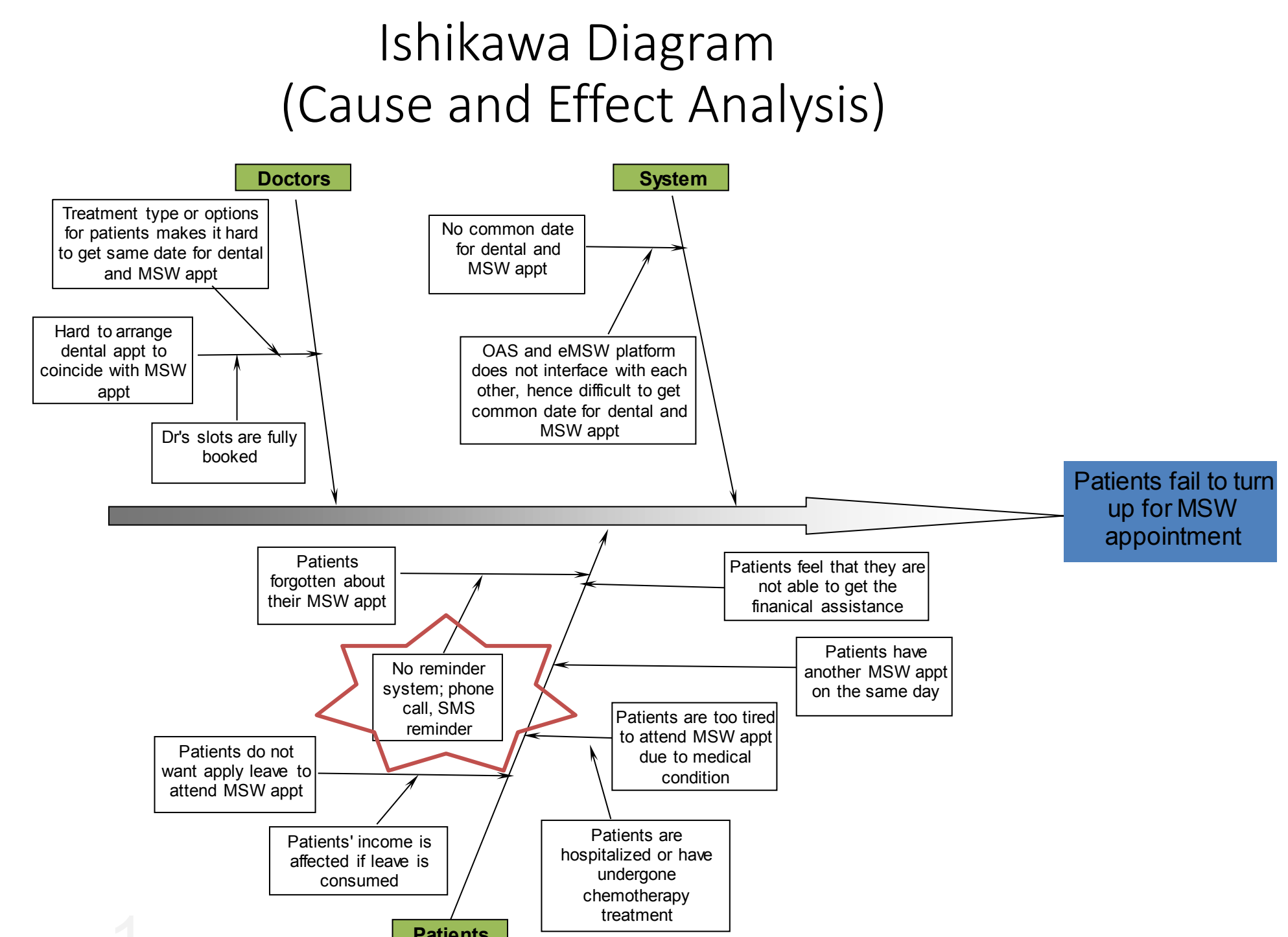


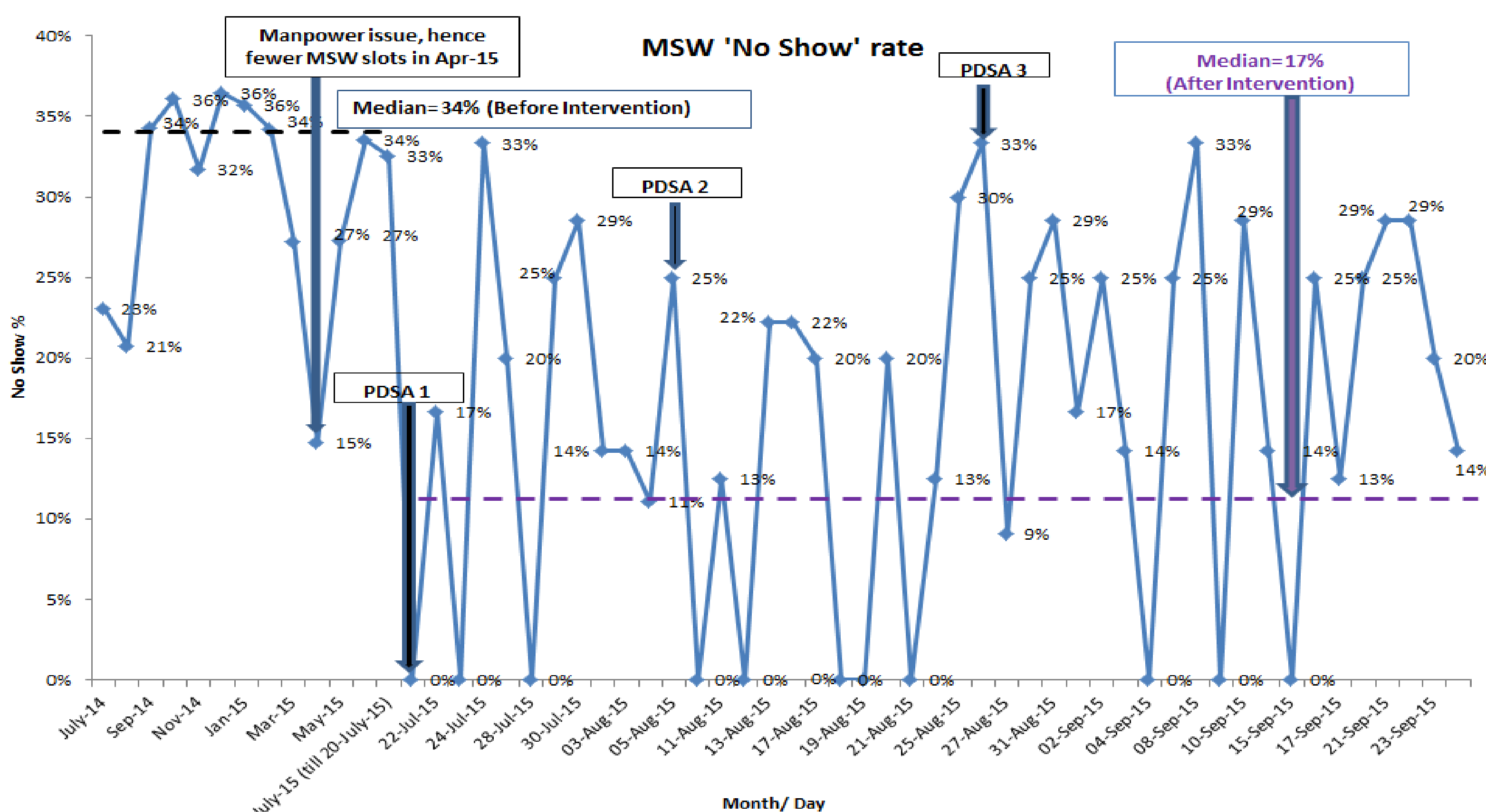
Figure 2

Interventions

The team identified that the root cause for patients failing to turn up for the MSW appointment is due to inadequate reminder system and proposed the following new interventions :

- **PDSA #1-** SMS enhancement to include the list of relevant documents to bring for MSW appointment
- **PDSA #2-** SMS reminder (3 days before MSW appointment)
- **PDSA #3-** Give a call to patients nearer to MSW appointment date. (3 days before the appointment)

Results



No-Show rate has dropped from 34% to 17% (Met our target)

Benefits to :

Patient:

- Needy patients will get to be seen as scheduled and know their outcome of their financial assistance plan.
- Psychological effect (Less worrisome about their financial stress for their treatment).

MSW:

- Can attend to more needy patients if the time slot is not wasted due to no-show.

Strategies for Sustaining

The SMS and call reminder interventions have proven to be effective and sustainable on reducing no-show rate for patients with MSW appointment.

Operations will continue the interventions to ensure that the results are sustainable.