



Clinic No-Show Rates

Yamhill County Public Health
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Problem Statement

YCPH did not have any data to know if our reminder calls had an impact on our no show rates. The desire to use our resources, including staff time, efficiently and effectively led us to track this data to help our decision making around providing reminder calls.

The Team

Public Health Manager
 Accreditation Coordinator
 Nurse Practitioners
 Clinic Nurses
 Certified Medical Assistants
 Core Support Staff

Resources Used

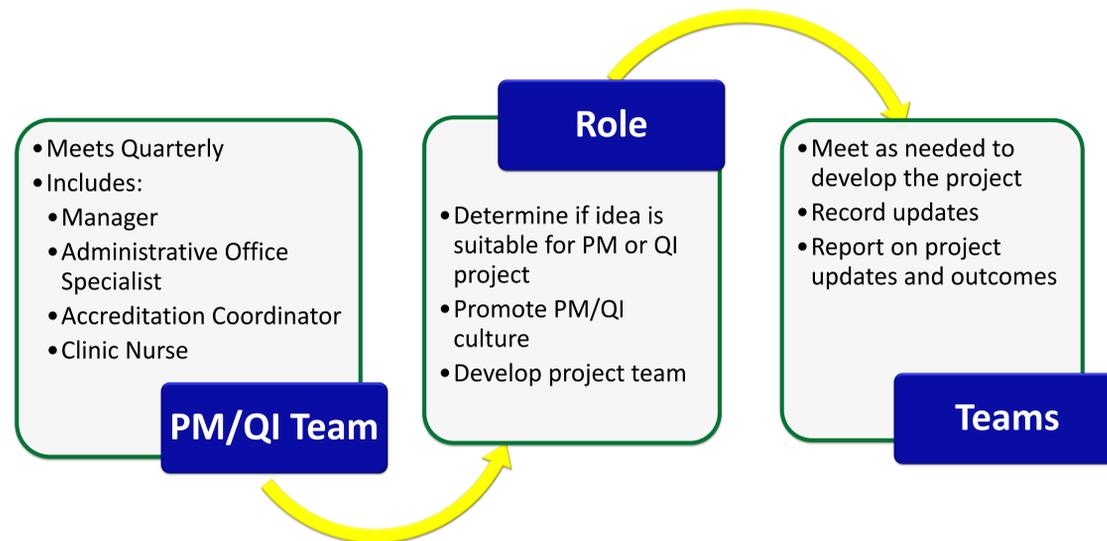
Raintree
 Staff Time

Improvement Theory

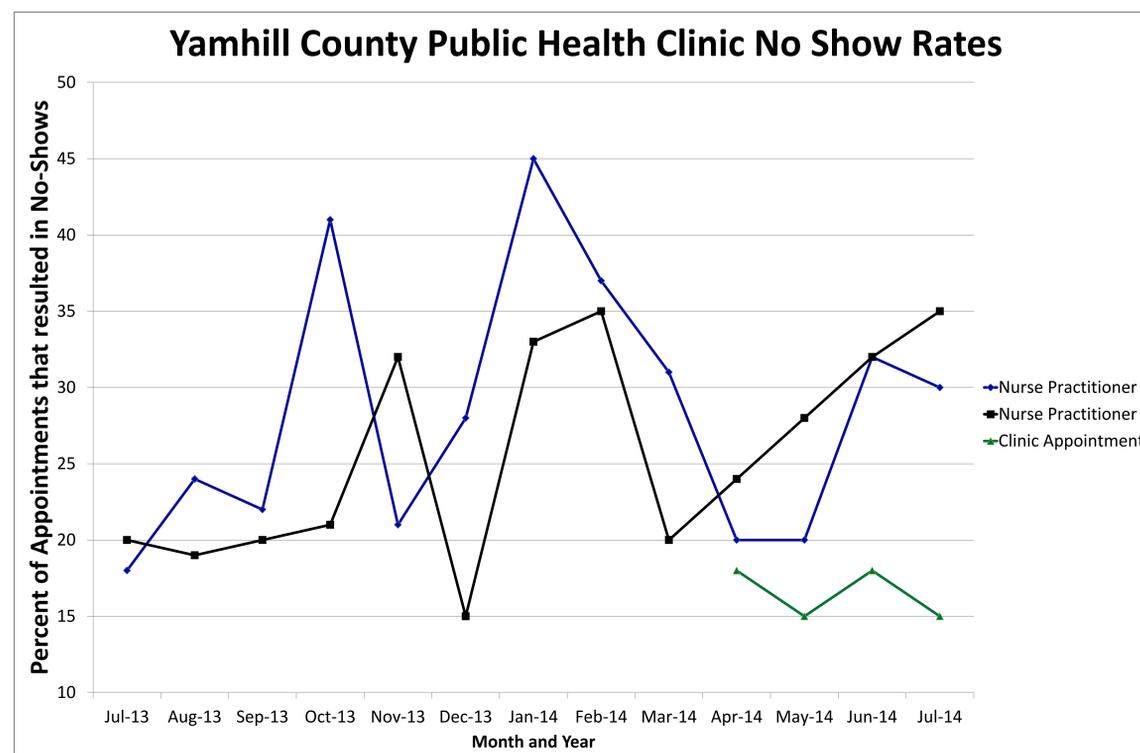
By collecting and analyzing no show data as related to reminder calls, we can make informed decisions on if reminder calls should continue to be provided.

YCPH Performance Management/Quality Improvement System Overview

YCPH has recently submitted all of its documentation for accreditation. We have established a joint PM/QI core team that will champion PM/QI efforts at YCPH.



No Show Rate Discussion



This data was gathered from our EHR.

The Current Approach

- We can schedule appointments over the phone, at the end of an appointment, or accept walk-ins (only for RN).
- Stopped reminder calls in July 2014

Next Steps

- Continue tracking with EHR
- Research Reminder Options
- Potential QI Project

Lessons Learned

- Be flexible
- PM/QI team and plan

Other Projects

- Vital Records
- Client Satisfaction
- CD/Epi Outbreak Communication
- School Exclusion