Clinic No-Show Rates
Yamhill County Public Health
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**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.

**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.

**No Show Rate Discussion**

The 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