Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

James H. Huang M.D., M.P.H.
Department of Family Medicine
Harbor-UCLA Medical Center
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

- Colorectal Cancer
  - Number two cause of cancer death
  - About 150,000 cases a year in U.S.
  - About 57,000 deaths a year in U.S.
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

- Colorectal Cancer screening
  - High risk population
  - Average risk population
    - Start at age 50
    - FOBT every year and
    - Flexible sigmoidoscopy q 5 years or
    - Barium enema q 5-10 years or
    - Colonoscopy q 10 years
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

- Flexible Sigmoidoscopy
  - Primary care physician
  - Informed-consent
  - Patient bowl preparation
  - No sedation
  - 65 cm flexible fiberoptic scope
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

- Survey of 891 primary health care providers in California 2003
  - FOBT recommended 90%
  - Flex sig recommended 70%
- Barriers
- Interventions
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

- Harbor-UCLA Family Health Center
  - LA county facility
  - Patient population
  - Residency training facility
  - Census
  - No show rate
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

- Flexible sigmoidoscopy clinic
  - Two sessions a week
  - Seven patient slots per session
  - Referral system
  - Patient education
  - Providers
  - No show rate
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

- Failed appointment rate
  - No show
  - Poor bowl preparation
- Chart review and documentation
- Reschedule
- Wasted resources
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

- Team members
  - Clerk: Marcy Lopez
  - Nursing manager: Jenny Inuguy R.N.
  - Appointment reminder: Maria Tamayo N.A.
  - Data collection: John Cheng M.D.
  - Coordinator: James Huang M.D.
Patient Visit

Referral Criteria? (form)

yes

Patient Education

Schedule Appointment

Patient Receives Appointment (education)

Telephone Reminder (one day prior)

Patient arrives

Bowl Preparation? no

yes

Perform Flex Sig
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

- Aim statement
  - Our mission is to decrease the failed appointment rate of flexible sigmoidoscopy clinic by 20% in one month by implementing an active patient appointment reminder system
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

- Pre-intervention data
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

- Pre-intervention data

![Graph showing normal distribution and comparison of survey and expected proportions](image-url)
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

- Pre-intervention data on failure rate
  - Range: 14.3% to 100%
  - Mean: 42.74%
  - UCL: 81.48%
  - LCL: 4.01%
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

- Intervention
  - A timely and active patient appointment reminder system
  - Patient education by N.A.
  - Fill available appointment slots
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

Post-intervention data
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

- Post-intervention data

![Graph showing normal distribution with data points for surveys and expected values.](image-url)
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

- Post-intervention data on failure rate
  - Range: 14.3% to 62.5%
  - Mean: 28.78%
  - UCL: 65.10%
  - LCL: -7.53%
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

- Result
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

- Result
  - Mean of failed appointment rate decreases from 42.74 to 28.78
  - Mean failed appointment rate difference: 13.96
  - Decrease failed appointment rate by 32.66%
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

- Conclusion
  - By implementing a timely and active patient reminder system combined with patient education, we are able to reduce the failed appointment rate by 32.66%
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

Factors affecting the reminder system

- Patient not home
  - Unable to leave message
  - Leave message with family members
- Wrong phone number
- Phone disconnected
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

- Opportunities for improvement
  - Patient demographic data
  - After-hour calling system
  - Patient education
  - Decreased backlog
  - Patient leaves with appointment
  - Provider reminder
Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

- Thank you for your attention