Decreasing the Failed Appointment Rate for Flexible Sigmoidoscopy

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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.

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- **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

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- **Flexible Sigmoidoscopy**
  - Primary care physician
  - Informed-consent
  - Patient bowl preparation
  - No sedation
  - 65 cm flexible fiberoptic scope

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- **Survey of 891 primary health care providers in California 2003**
  - FOBT recommended 90 %
  - Flex sig recommended 70%
  - Barriers
  - Interventions

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- Harbor-UCLA Family Health Center
  - LA county facility
  - Patient population
  - Residency training facility
  - Census
  - No show rate

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- **Flexible sigmoidoscopy clinic**
  - Two sessions a week
  - Seven patient slots per session
  - Referral system
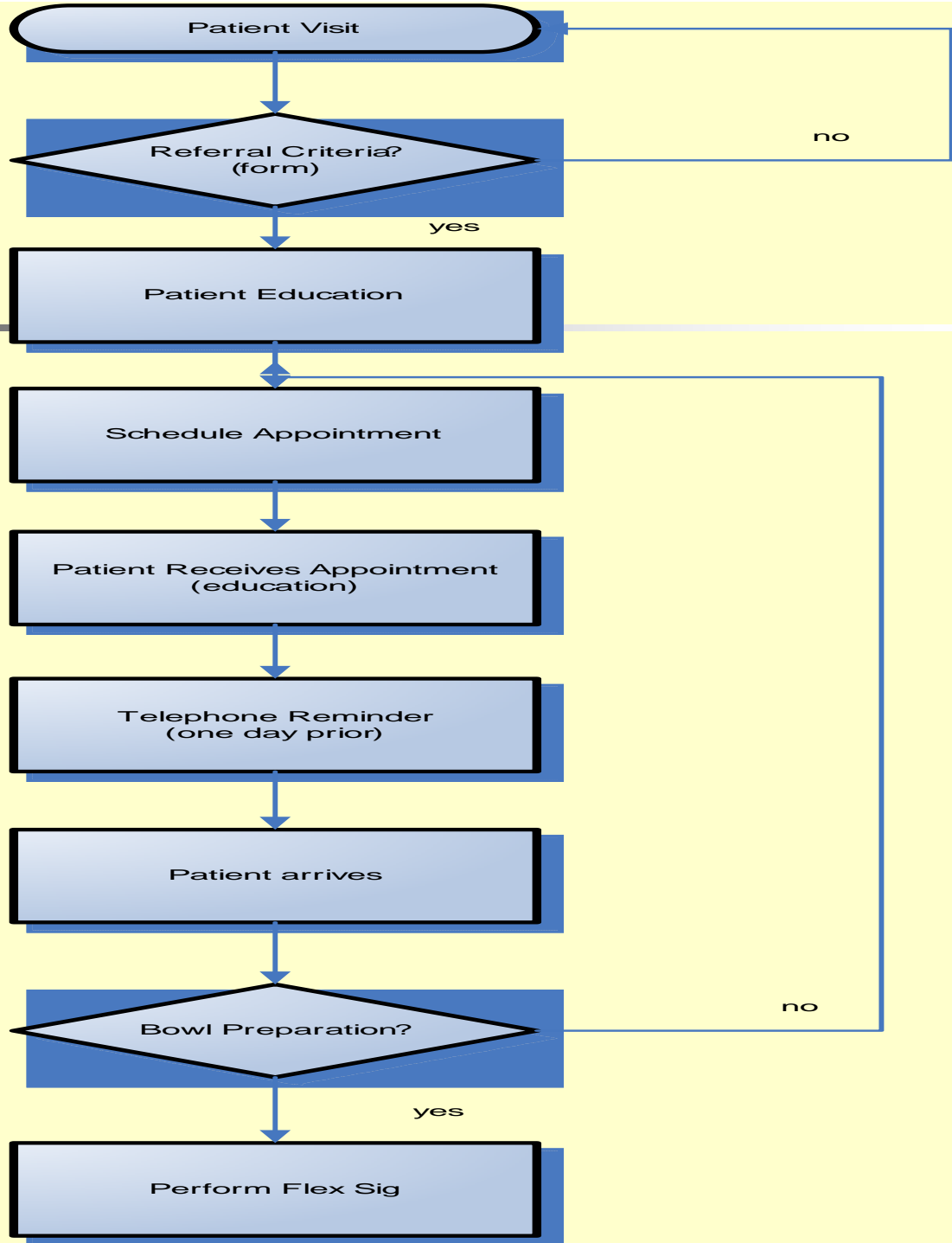 - Patient education
  - Providers
  - No show rate

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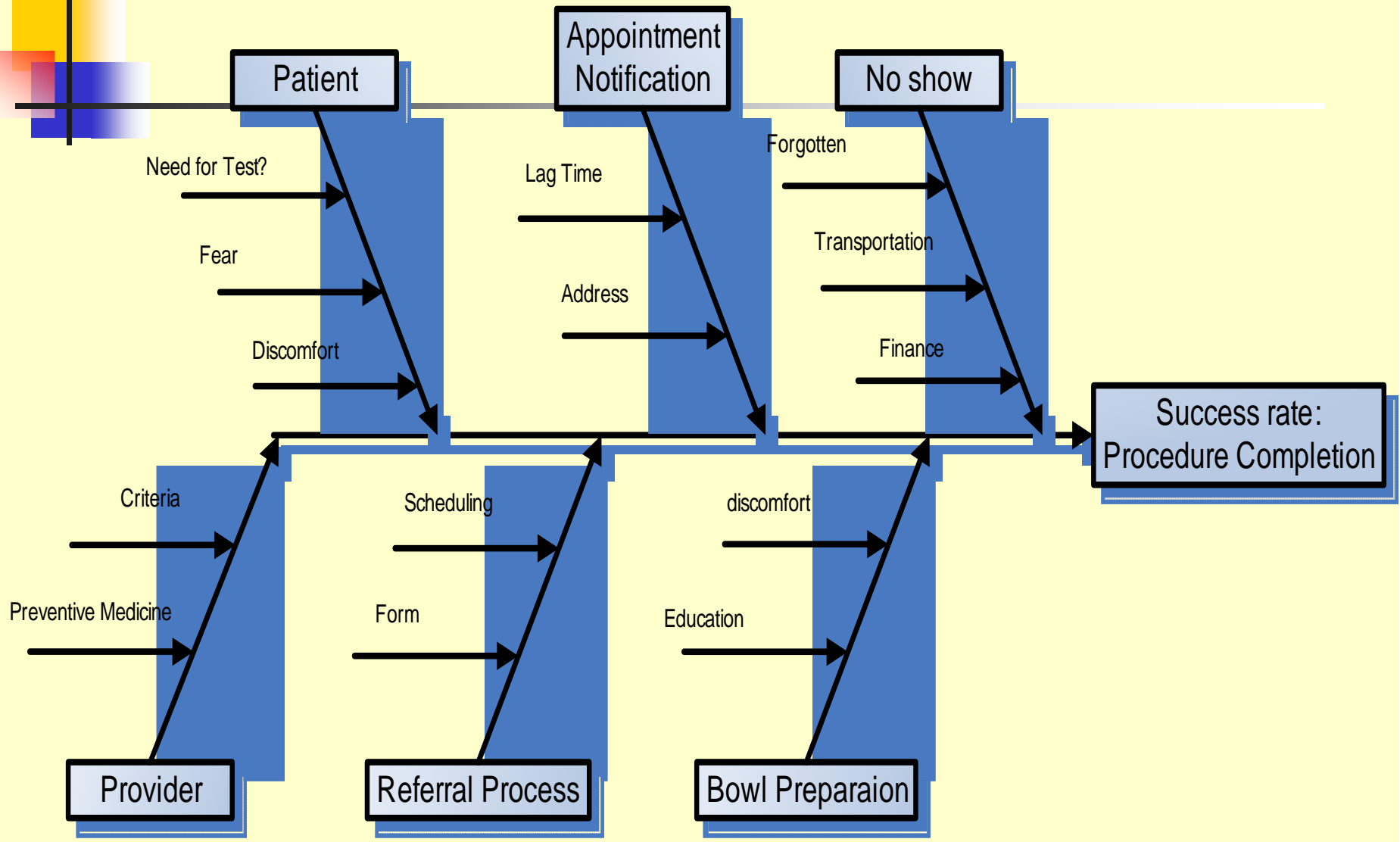
- Failed appointment rate
  - No show
  - Poor bowl preparation
- Chart review and documentation
- Reschedule
- Wasted resources
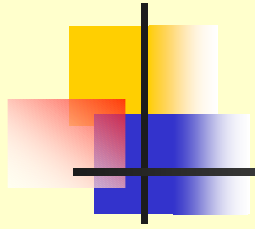
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- Team members
  - Clerk: Marcy Lopez
  - Nursing manager: Jenny Inuguy R.N.
  - Appointment reminder: Maria Tamayo N.A.
  - Data collection: John Cheng M.D.
 - Coordinator: James Huang M.D.

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                          ┌─────────────────────┐
                          │    Patient Visit     │──────────────────────┐
                          └─────────────────────┘                       │
                                    │                                    │
                                    ▼                                    │
                          ◇─────────────────────◇            no          │
                          │   Referral Criteria? │──────────────────────┘
                          │       (form)         │
                          ◇─────────────────────◇
                                    │ yes
                                    ▼
                          ┌─────────────────────┐
                          │  Patient Education   │
                          └─────────────────────┘
                                    │
                                    ▼
                          ┌─────────────────────┐
                          │ Schedule Appointment │
                          └─────────────────────┘
                                    │
                                    ▼
                          ┌─────────────────────┐
                          │ Patient Receives     │
                          │ Appointment          │
                          │ (education)          │
                          └─────────────────────┘
                                    │
                                    ▼
                          ┌─────────────────────┐
                          │ Telephone Reminder   │
                          │ (one day prior)      │
                          └─────────────────────┘
                                    │
                                    ▼
                          ┌─────────────────────┐
                          │    Patient arrives   │
                          └─────────────────────┘
                                    │
                                    ▼
                          ◇─────────────────────◇            no
                          │   Bowl Preparation?  │──────────────────────┐
                          ◇─────────────────────◇
                                    │ yes
                                    ▼
                          ┌─────────────────────┐
                          │   Perform Flex Sig   │
                          └─────────────────────┘
```

Fishbone (Ishikawa) diagram — Success rate: Procedure Completion

Patient
- Need for Test?
- Fear
- Discomfort

Appointment Notification
- Lag Time
- Address

No show
- Forgotten
- Transportation
- Finance

Provider
- Criteria
- Preventive Medicine

Referral Process
- Scheduling
- Form

Bowl Preparaion
- discomfort
- Education

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- **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
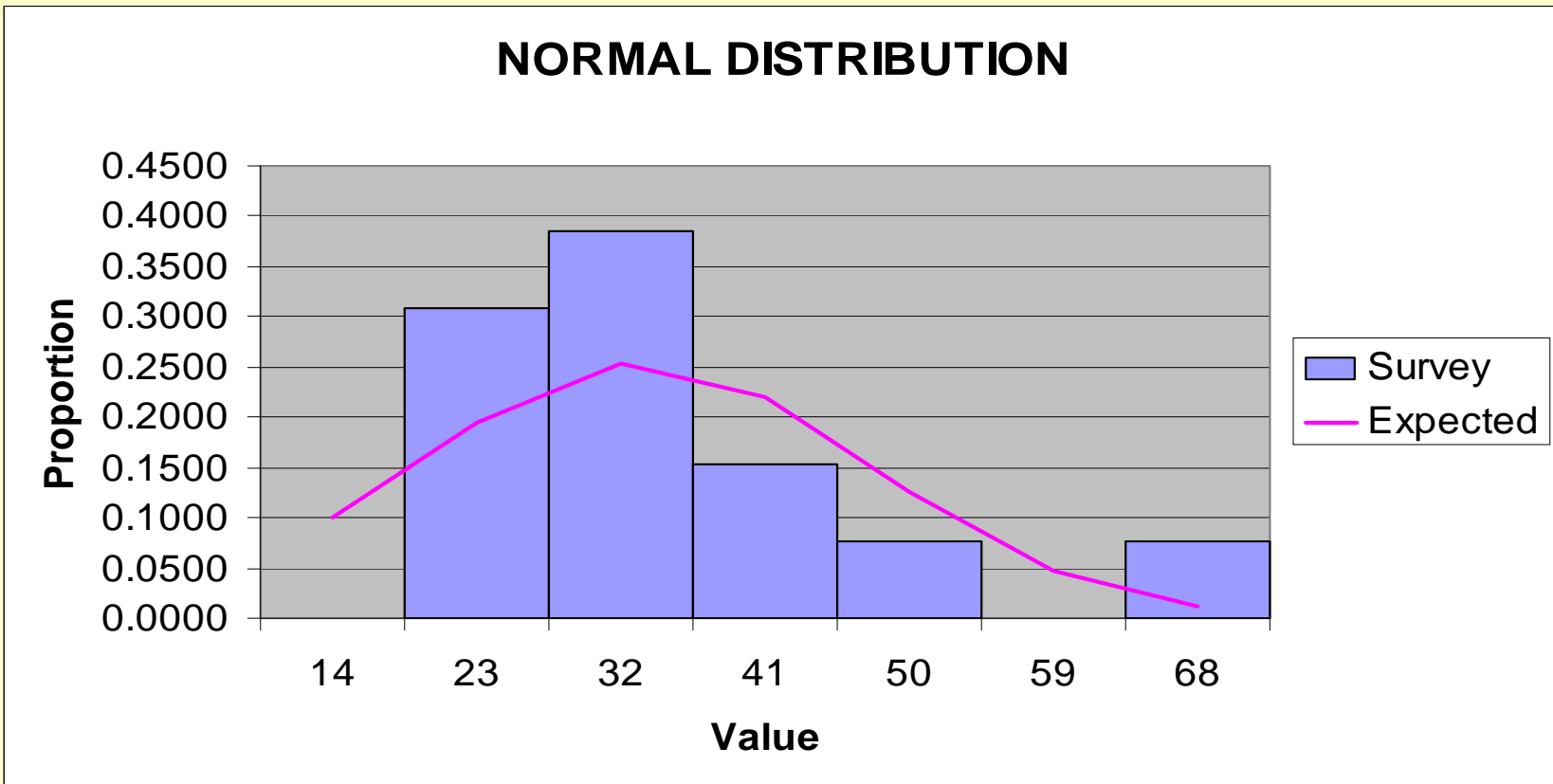
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- Pre-intervention data
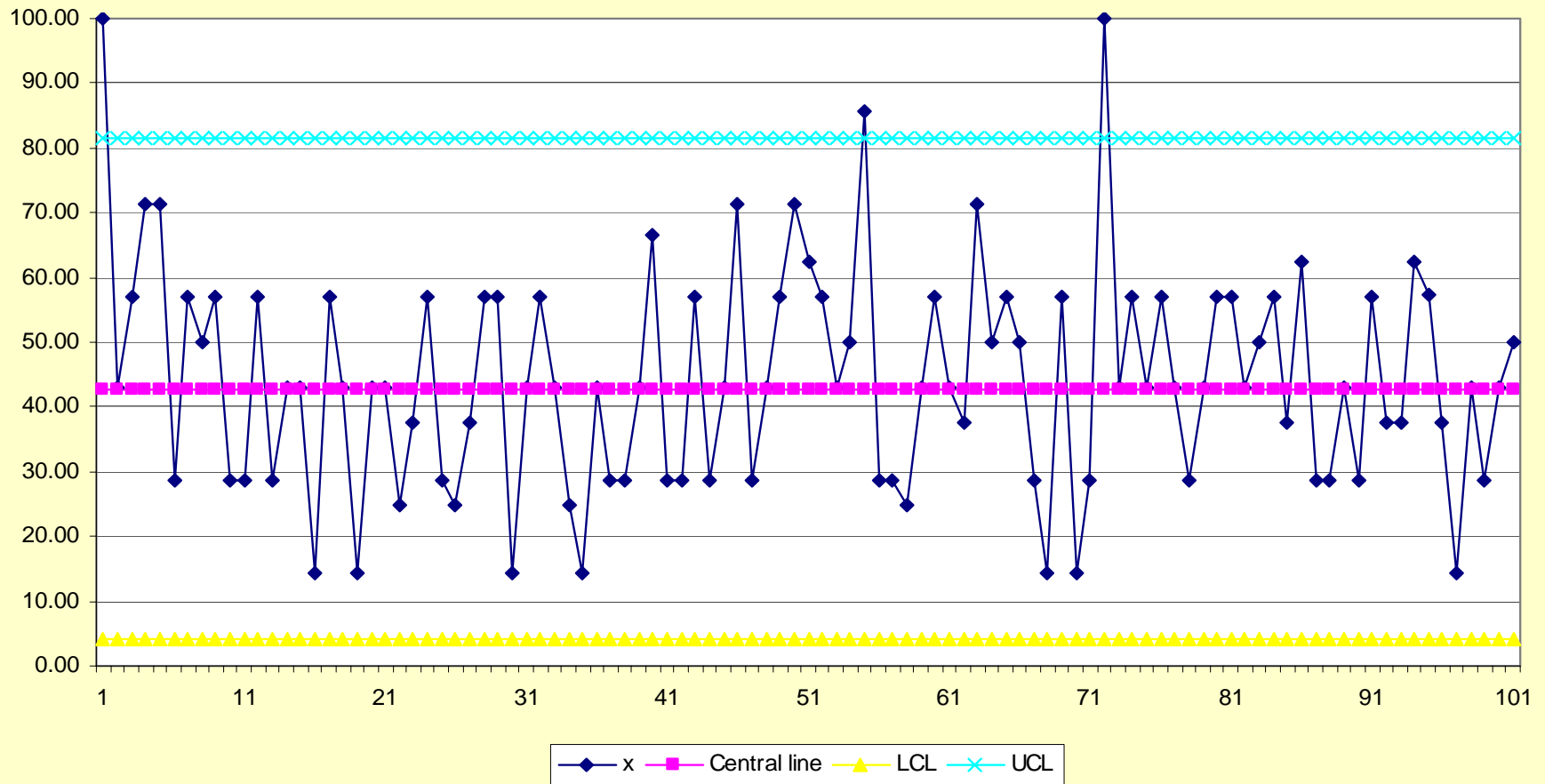
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- Pre-intervention data
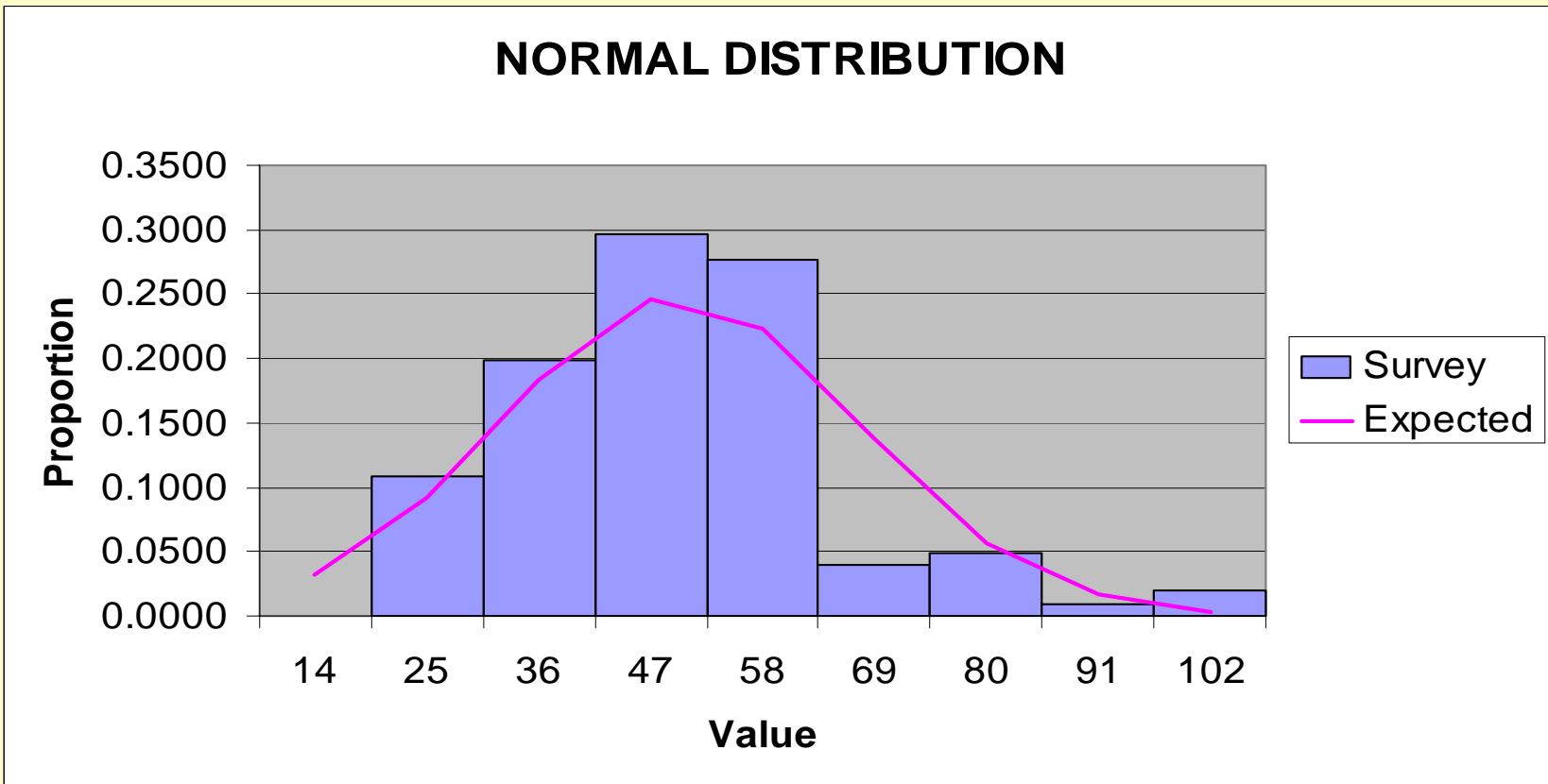
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- **Pre-intervention data on failure rate**
  - Range: 14.3% to 100 %
  - Mean: 42.74%
  - UCL: 81.48%
  - LCL: 4.01%

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- **Intervention**
  - A timely and active patient appointment reminder system
  - Patient education by N.A.
  - Fill available appointment slots

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- **Post-intervention data**
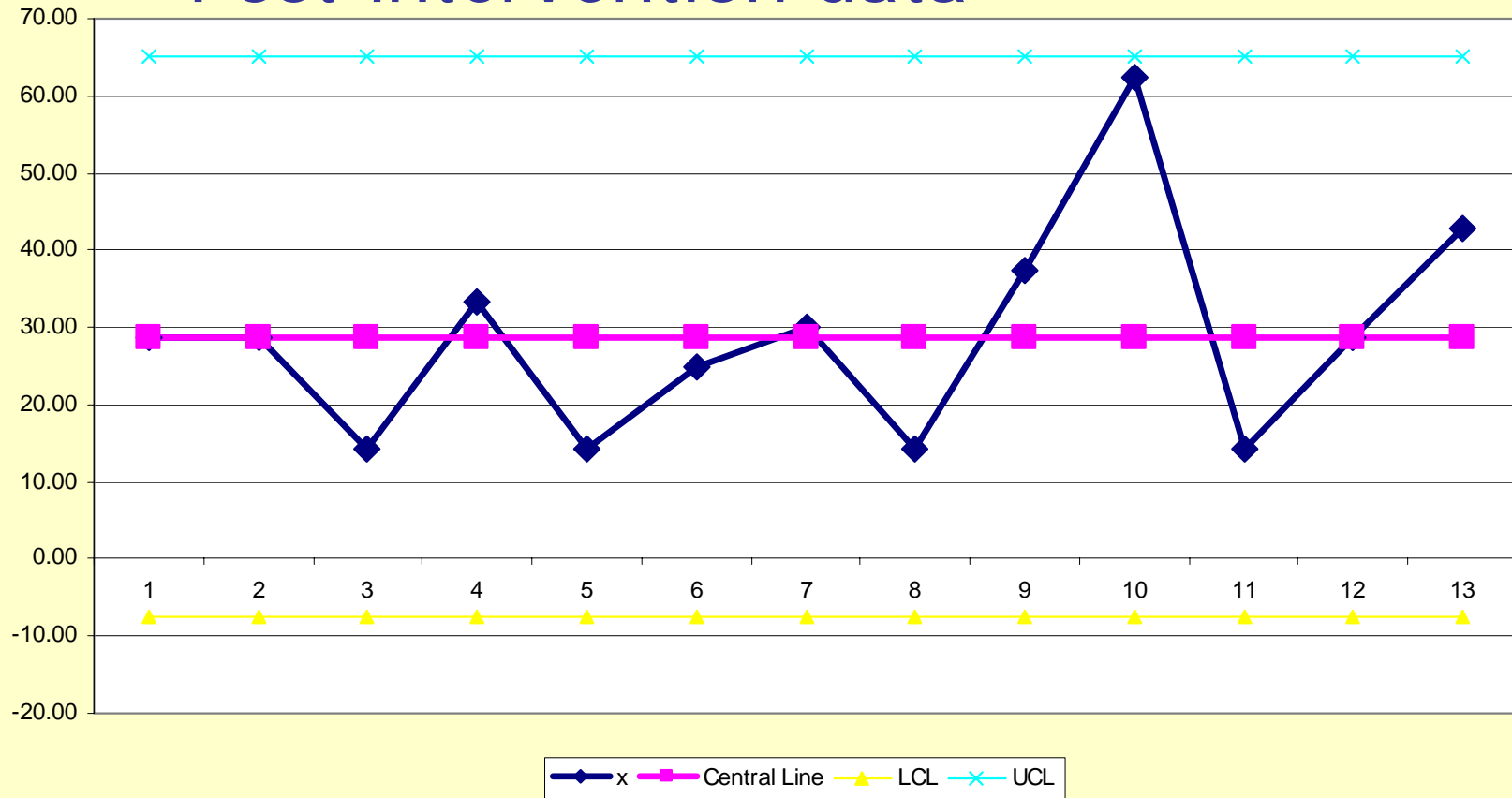
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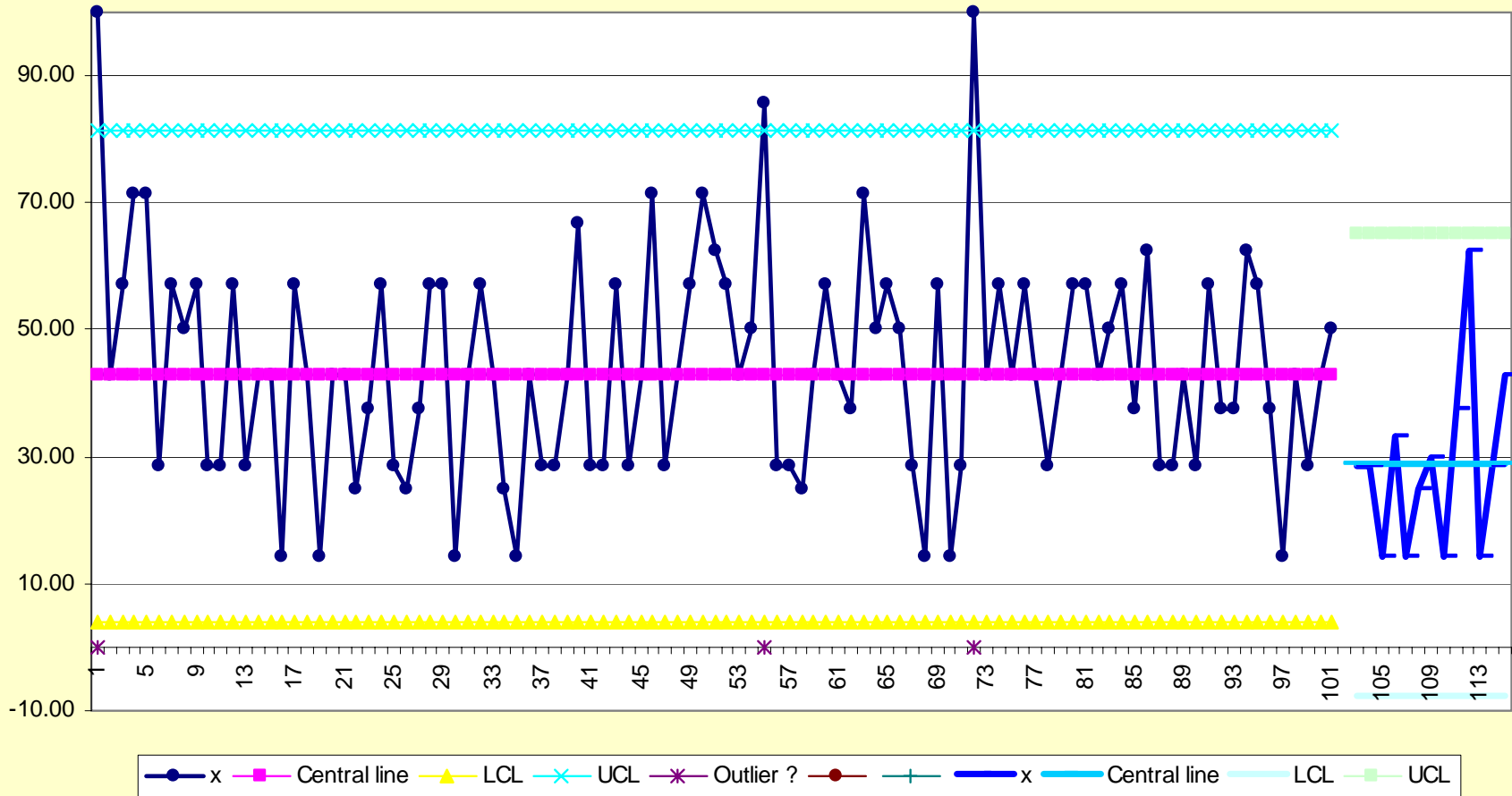
- Post-intervention data

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- **Post-intervention data on failure rate**
  - Range: 14.3% to 62.5%
  - Mean: 28.78%
  - UCL: 65.10%
  - LCL: -7.53%

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■ Result

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- **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%

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- ## 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%

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- **Factors affecting the reminder system**
  - Patient not home
    - Unable to leave message
    - Leave message with family members
  - Wrong phone number
  - Phone disconnected

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- **Opportunities for improvement**
  - Patient demographic data
  - After-hour calling system
  - Patient education
  - Decreased backlog
  - Patient leaves with appointment
  - Provider reminder

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- Thank you for your attention