



# PATIENT APPOINTMENT NO-SHOW ANALYSIS

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# PROBLEM STATEMENT

## CURRENT SCENARIO:

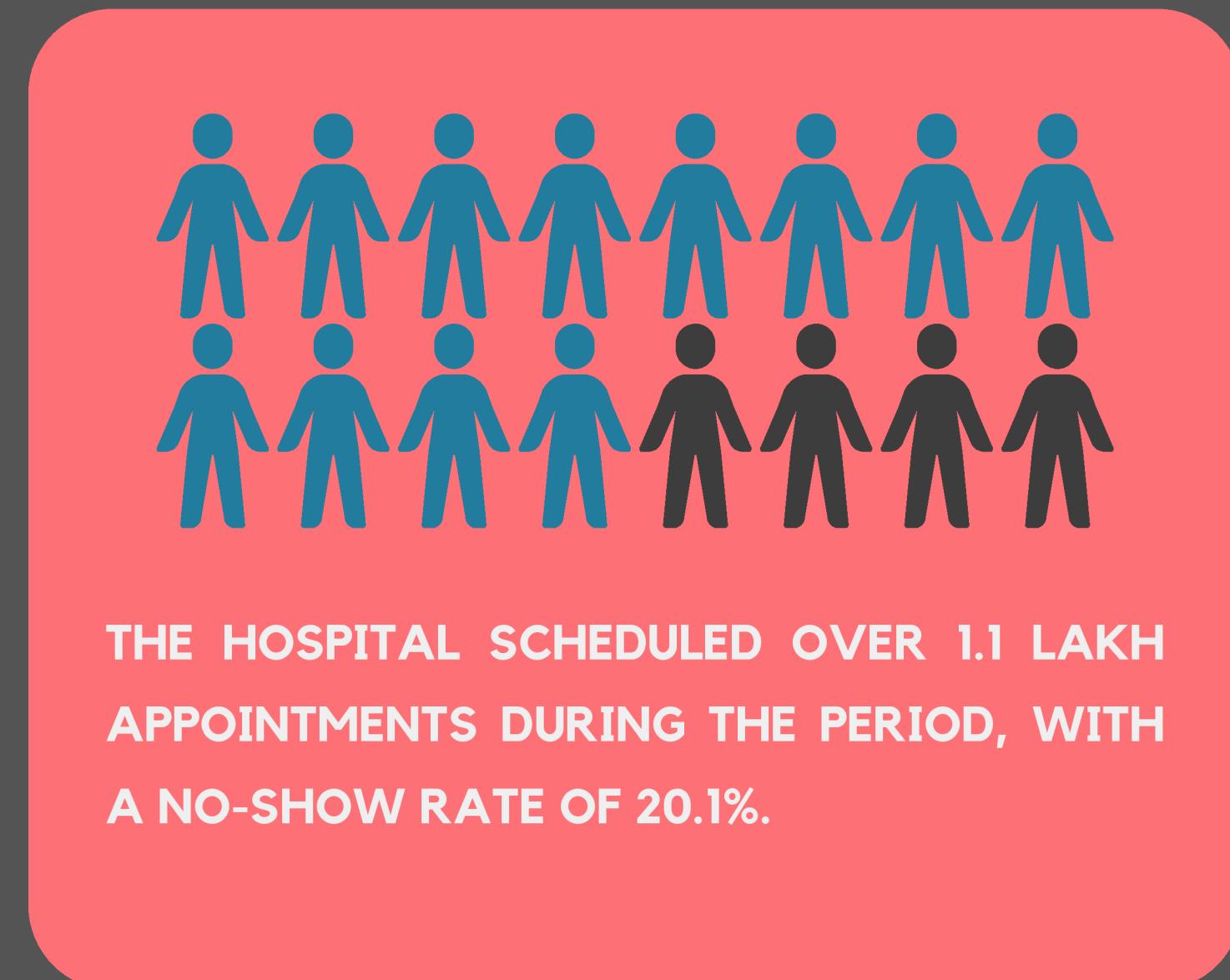
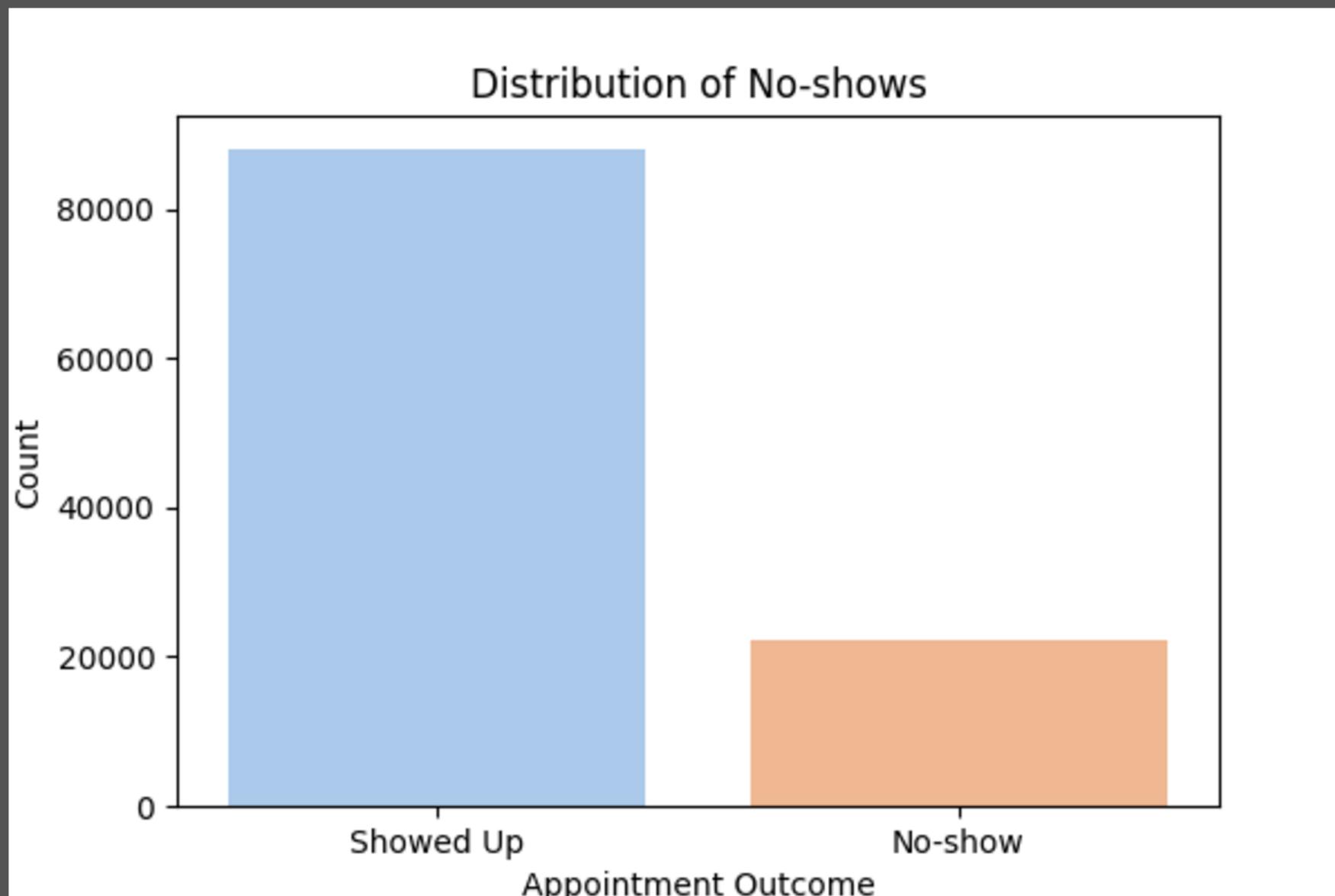
A HOSPITAL IS EXPERIENCING A HIGH RATE OF MISSED APPOINTMENTS, WHICH IMPACTS OPERATIONAL EFFICIENCY, PATIENT CARE, AND RESOURCE UTILIZATION. TO ADDRESS THIS ISSUE, AN IN-DEPTH ANALYSIS OF THE APPOINTMENT DATASET WAS REQUIRED TO UNCOVER TRENDS, PATTERNS, AND ROOT CAUSES OF NO-SHOWS.



# KEY INSIGHTS

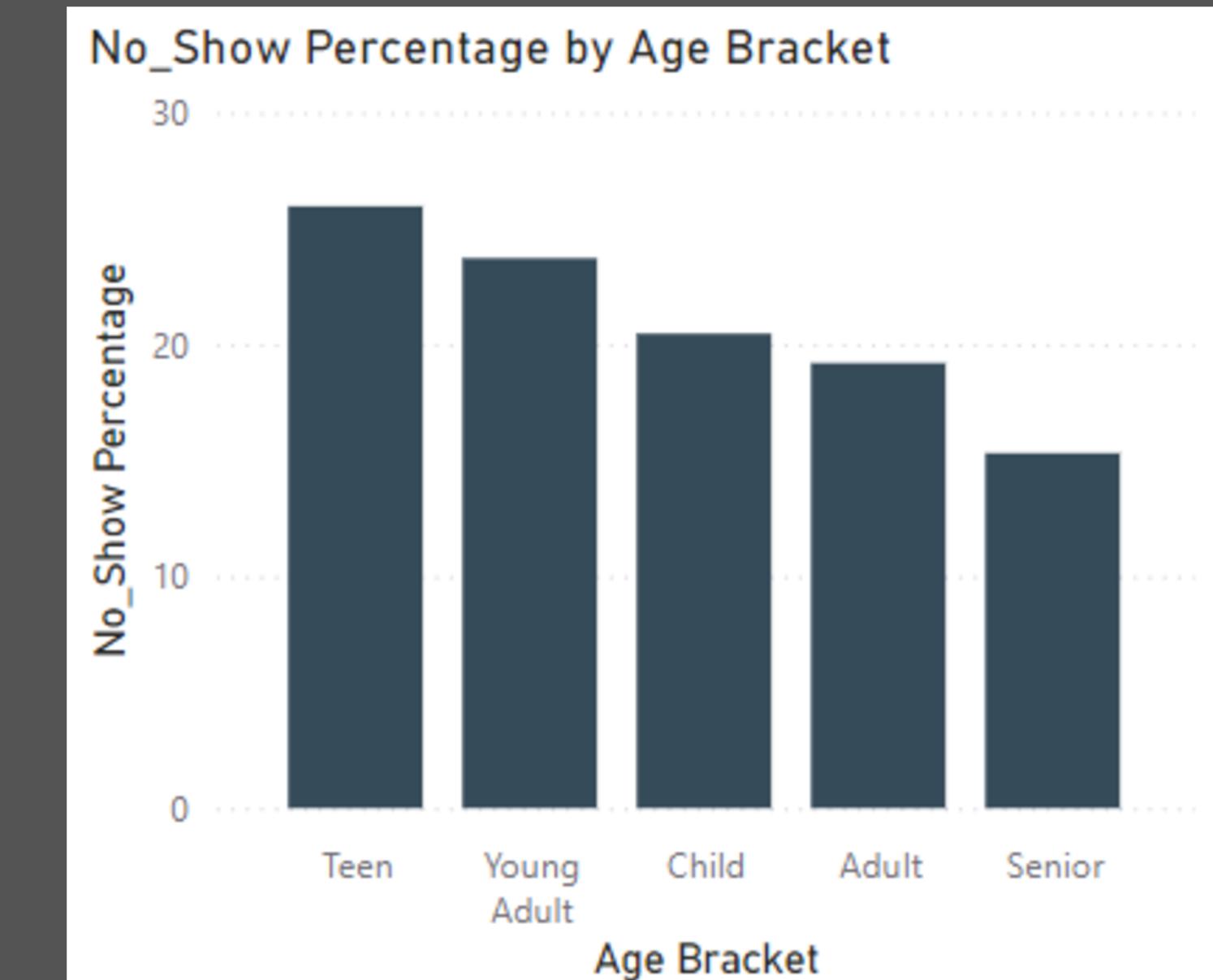
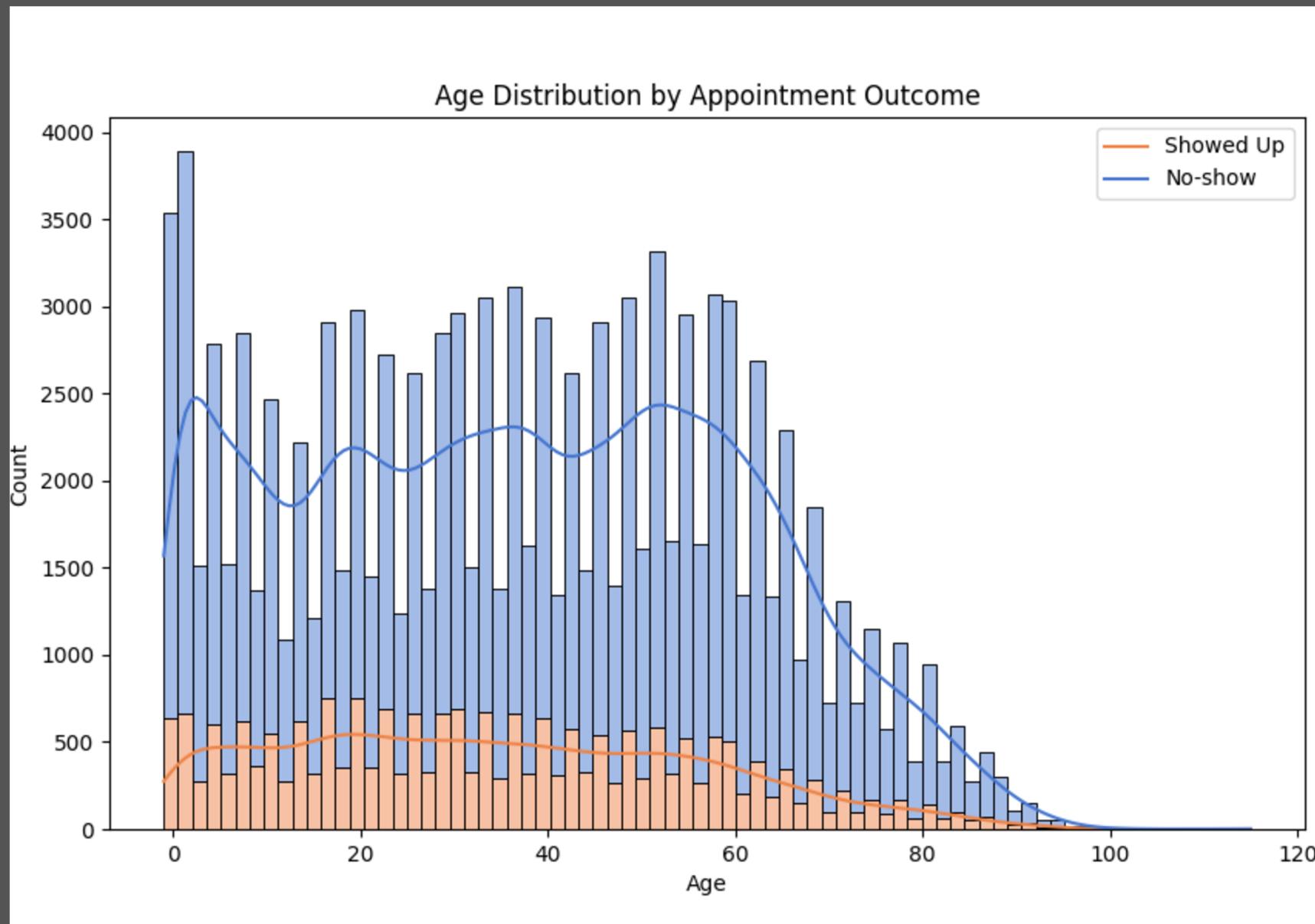
AFTER ANALYZING THE DATA FROM NOVEMBER 2015 TO JUNE 2016, WE OBSERVED THE FOLLOWING KEY TRENDS INFLUENCING PATIENT NO-SHOWS:

## 1. OVERALL APPOINTMENT STATISTICS:



## AGE GROUP ANALYSIS:

- YOUNGER INDIVIDUALS, INCLUDING TEENS AND YOUNG ADULTS, EXHIBIT HIGHER NO-SHOW RATES COMPARED TO OLDER AGE GROUPS LIKE ADULTS AND SENIORS.
- CHILDREN HAVE SLIGHTLY LOWER NO-SHOW RATES THAN TEENS AND YOUNG ADULTS.



## GAP DAYS :

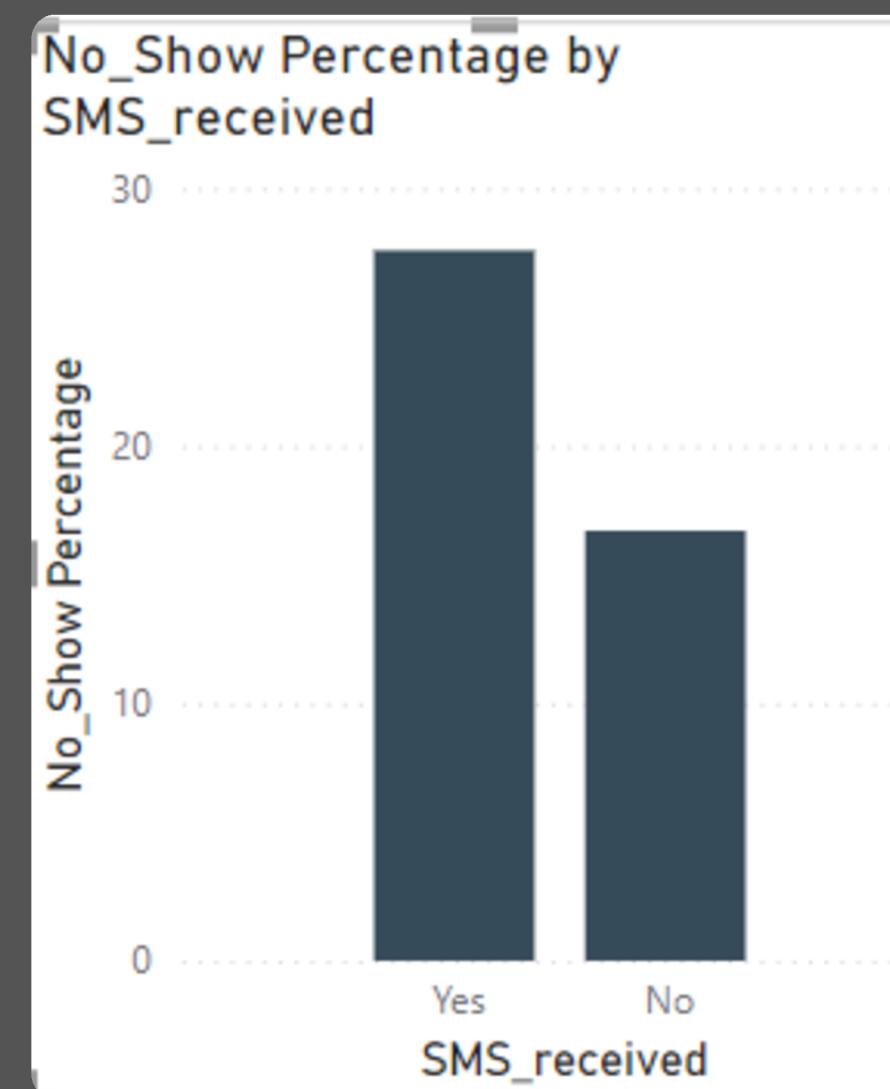
- PATIENTS WHO SHOWED UP FOR THEIR APPOINTMENTS HAD AN AVERAGE GAP OF 8 DAYS BETWEEN SCHEDULING AND THE APPOINTMENT DATE.
- NO-SHOW PATIENTS HAD A SIGNIFICANTLY LONGER AVERAGE GAP OF 15 DAYS.

Average of Gap Days by No-show



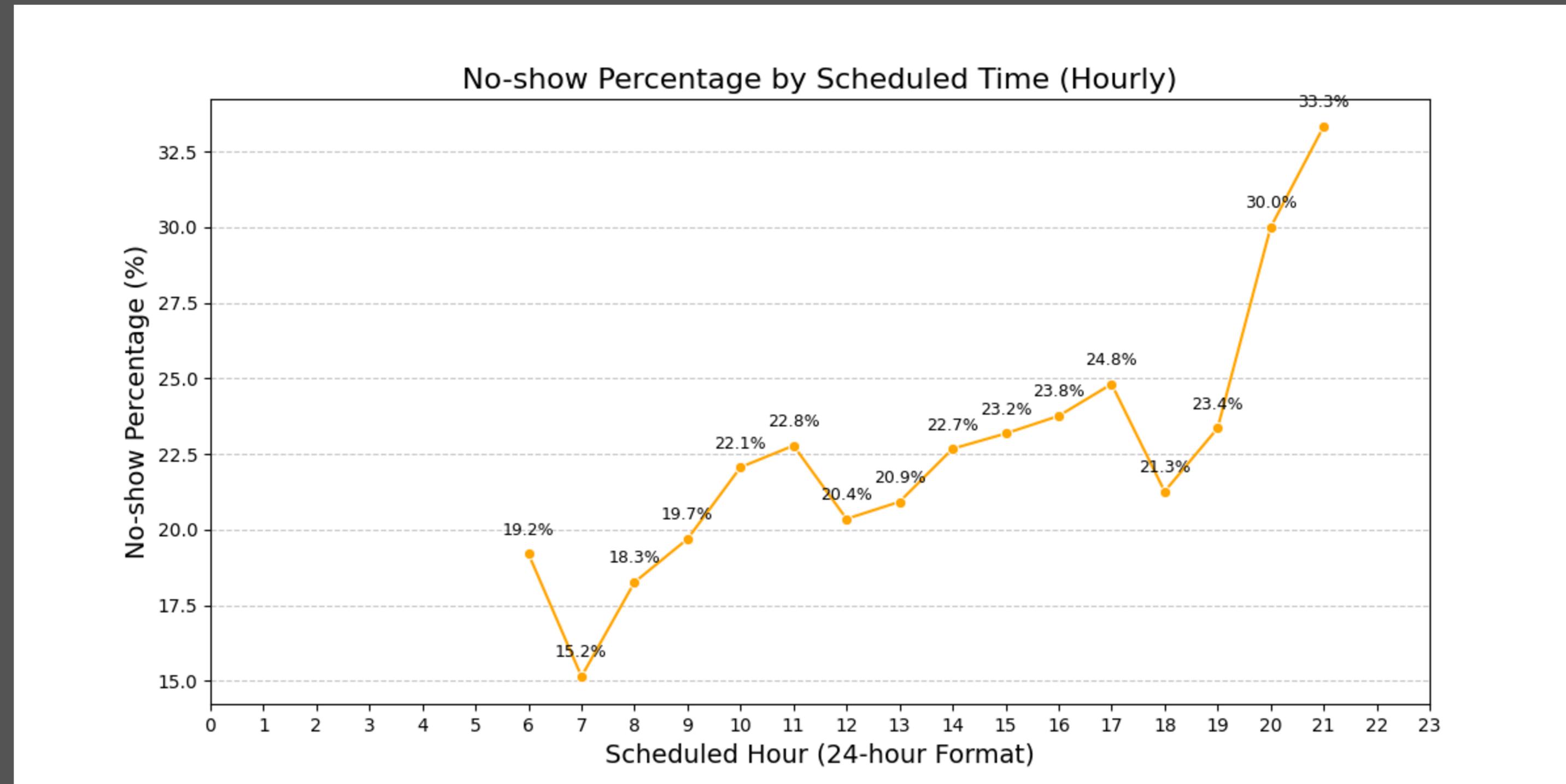
## Impact of SMS Reminders:

- PATIENTS RECEIVING SMS REMINDERS HAD A NO-SHOW RATE OF 27%, COMPARED TO 16.7% FOR THOSE WHO DID NOT RECEIVE REMINDERS, SUGGESTING POTENTIAL ISSUES WITH THE REMINDER SYSTEM.



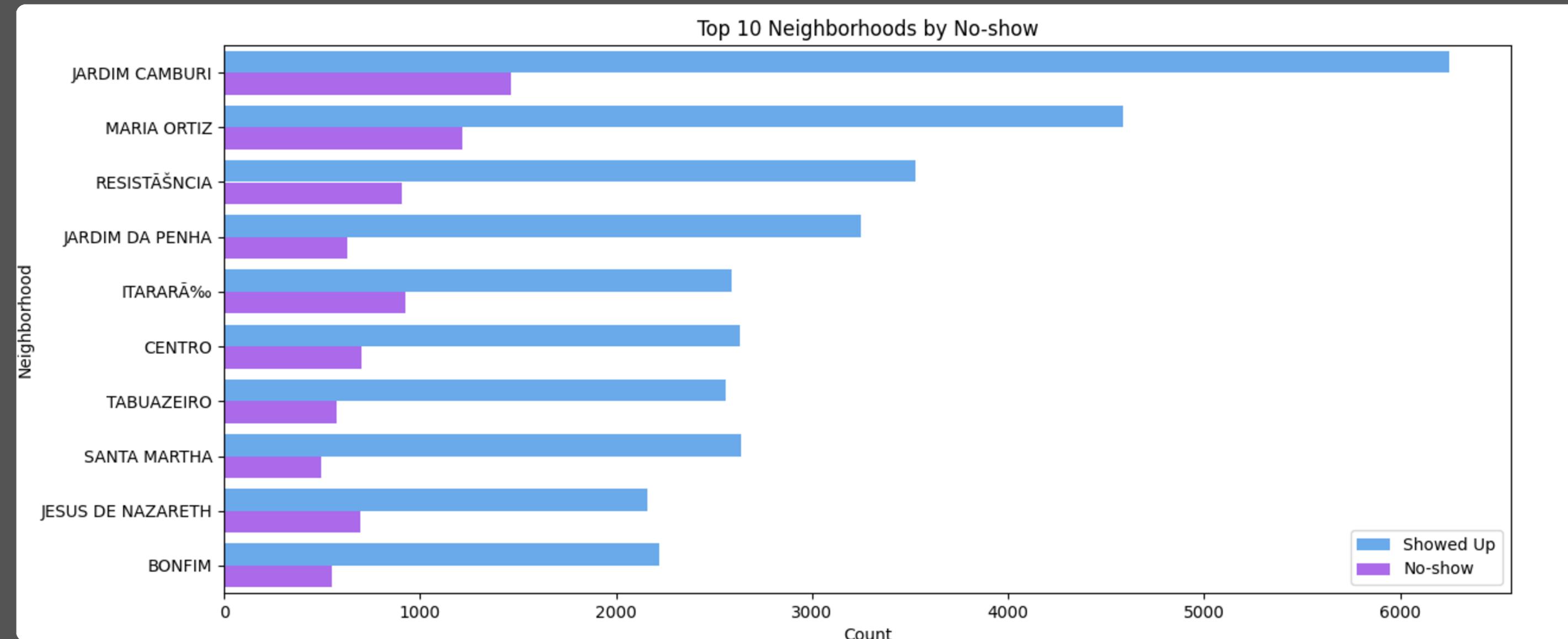
## TIME OF APPOINTMENT:

- MORNING APPOINTMENTS (6:00 AM - 8:30 AM) HAD THE LOWEST NO-SHOW RATES AT 19%, MAKING THIS THE MOST OPTIMAL SCHEDULING WINDOW.
- NO-SHOW RATES WERE HIGHEST DURING LATE EVENING HOURS (7:30 PM - 9:30 PM), REACHING 23-30%.



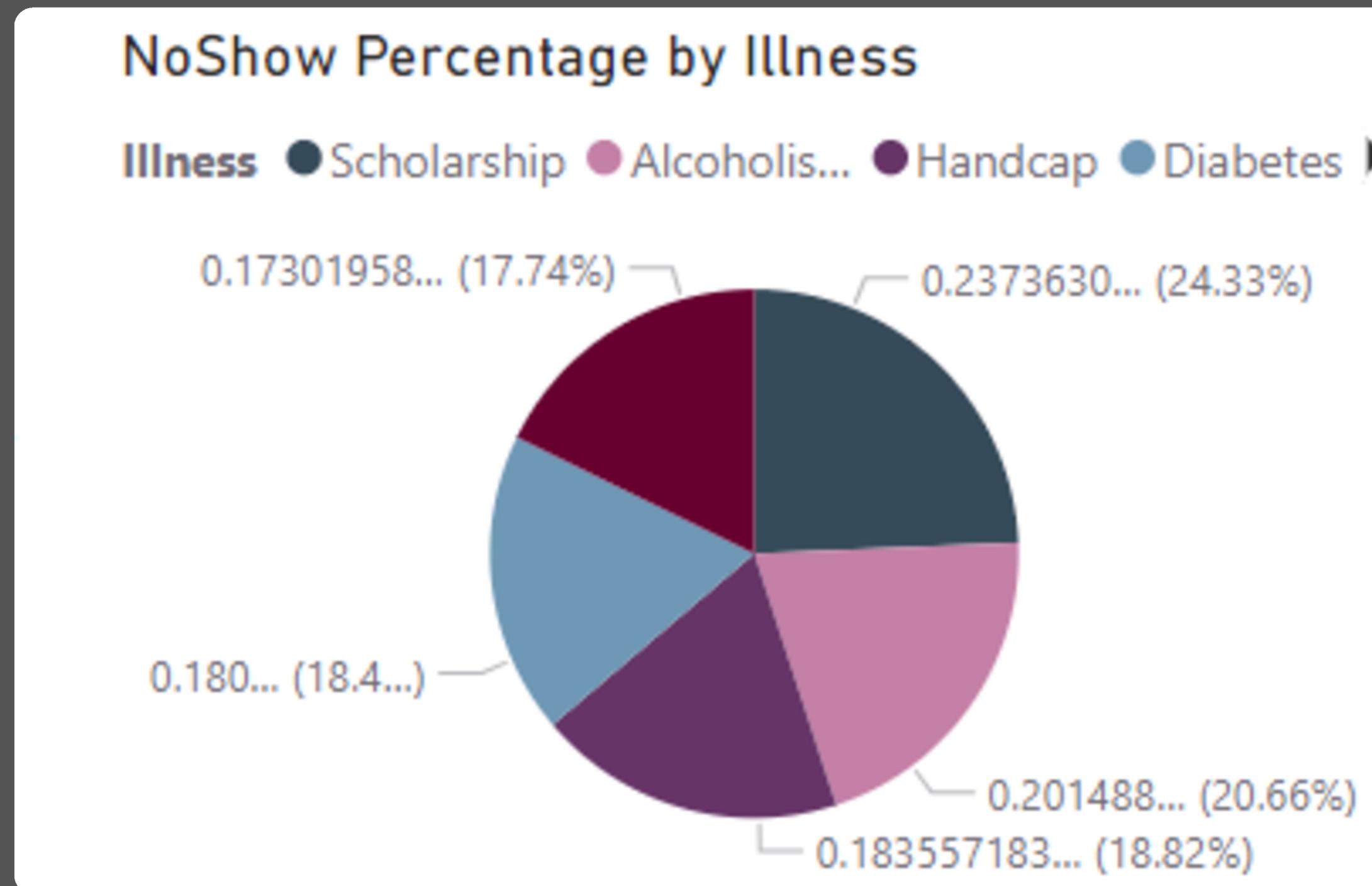
## GEOGRAPHICAL FACTORS:

- SOME LOCATIONS EXHIBITED HIGHER NO-SHOW RATES THAN OTHERS, INDICATING LOCATION-SPECIFIC CHALLENGES.



## Health Conditions:

PATIENTS WITH SPECIFIC HEALTH CONDITIONS SHOWED HIGHER NO-SHOW RATES COMPARED TO OTHERS.



# RECOMMENDATIONS:

## 1. Optimize Scheduling:

- Reduce the gap between scheduling and appointment dates to 7-8 days to significantly lower no-show rates.

## 2. Improve SMS Reminder System:

- Investigate the current SMS reminder process to identify and address issues. Optimizing reminders could reduce no-show rates by up to 10%.

## 3. Engage Younger Age Groups:

- Proactively communicate with teens and young adults to understand and address their specific barriers to attending appointments.

## 4. Focus on Health-Specific Challenges:

- Identify and support patients with specific health issues or conditions contributing to higher no-show rates.

## 5. Prioritize Morning Appointments:

- Encourage patients to schedule appointments during morning hours (6:00 AM – 8:30 AM) to leverage lower no-show rates.

## 6. Address Location-Specific Challenges:

- Investigate areas with high no-show rates to understand and resolve location-specific barriers.

# THANK YOU