

Healthcare Appointment No-Show Prediction

Page 1: Summary of Findings

Objective:

Predict whether patients will miss their appointments and provide scheduling optimization recommendations.

Key Insights:

- SMS Reminder Impact:

Patients who did not receive SMS reminders had a 30% higher chance of not showing up.

- Age Trends:

Younger patients (15-30) missed more appointments compared to older patients.

- Day of the Week:

Mondays and Fridays had the highest no-show rates.

- Chronic Conditions:

Patients with more than one chronic condition were more likely to attend appointments.

- Neighbourhood Trends:

Certain neighborhoods (e.g., 'JARDIM CAMBURI') showed consistently high no-show rates.

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Page 2: Recommendations

1. Automate SMS Reminders:

- Implement automated SMS reminders 24 hours before appointments.
- Consider follow-up SMS for critical cases or repeat offenders.

2. Identify & Reschedule High-Risk Patients:

- Use model predictions to flag patients with high no-show probability.
- Offer alternate appointment times or teleconsultation options.

3. Avoid High No-Show Days:

- Reduce scheduling on Mondays and Fridays, or double-confirm appointments on those days.

4. Community Outreach:

- Focus on high no-show neighborhoods for awareness campaigns or follow-ups.

Suggested Power BI Visuals:

- Pie Chart: Show vs No-Show Ratio
- Bar Chart: SMS Received vs No-Show
- Line/Column Chart: Weekday vs No-Show Rate
- Tree Map: No-Shows by Neighbourhood
- Clustered Column: Age Groups vs No-Show Rate