

Root Cause Analysis on Appointment Reminders Feature Change Request

Change Requested: The EHR should have a feature that allows users to set up automatic appointment reminders for patients who have requested reminders be sent to them.

Why was the change requested? To identify the root cause, the following questions can be asked using a fishbone diagram:

1) Was the appointment scheduling process inefficient?

Yes, the current process is manual and time-consuming.

2) Was there a lack of patient engagement?

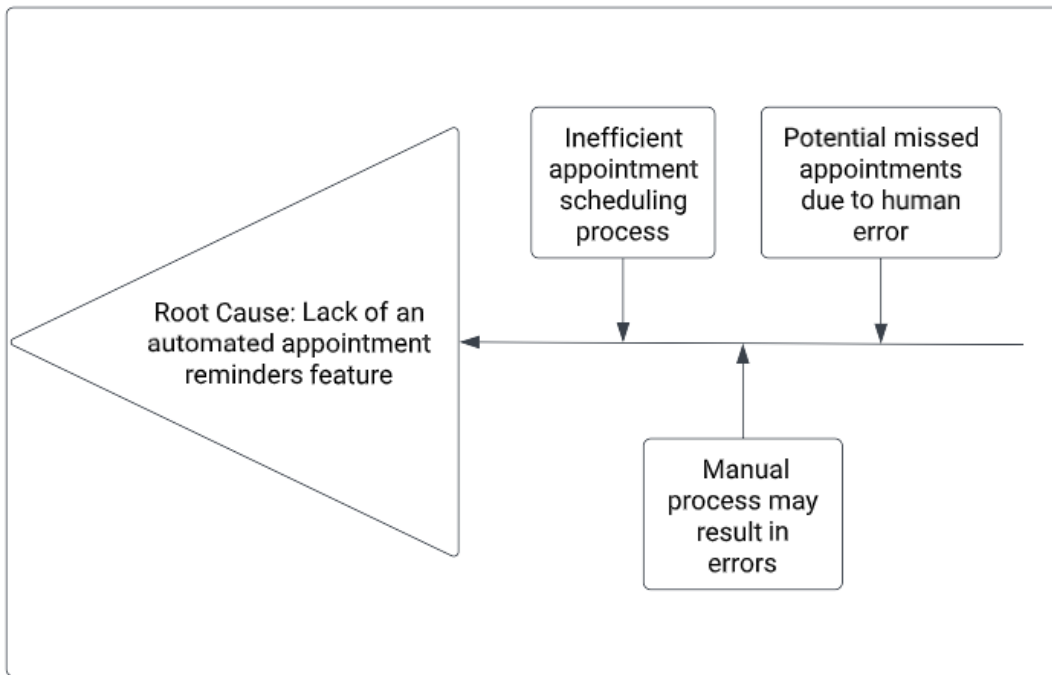
Yes, patients may not receive the reminders sent by the frontdesk manually due to human error, leading to more potential missed appointments.

3) Were there any human errors in sending reminders to patients?

Yes, the current manual process may result in errors.

By asking "why" for each possible cause, we can identify the root cause of the problem. In this case, the root cause is the lack of an automated appointment reminders feature.

Based on the root cause analysis, it can be concluded that the primary reason for the requested change is to improve the efficiency and effectiveness of the appointment scheduling process by automating reminders. The manual process, which involves front desk workers sending emails to patients, is time-consuming and may lead to human errors, resulting in missed appointments. By implementing the appointment reminders feature, patients are more likely to receive reminders and remember their appointments, leading to less missed appointments and time waste. This feature will also free up frontdesk staff time and reduce human error.



Goal Question Metric on Appointment Reminders Feature Change Request

Goal: Improve the appointment scheduling process by implementing a reminder feature that will increase the likelihood of clients showing up to their appointments.

Topic: Request appointment reminder feature

Purpose: To increase the likelihood of clients showing up to their appointments

Focus: Appointment scheduling process

Viewpoint: Business owner/manager

Environment: Client-facing service industry

Questions:

Q1) How does the implementation of the reminder feature affect the number of no-show appointments?

Q2) How does the implementation of the reminder feature affect the overall client satisfaction with the appointment scheduling process?

Q3) How much time can the reminder feature save for frontdesk workers in comparison to the current manual process?

Metrics:

M1) No-show appointment rate = number of no-show appointments / total number of scheduled appointments * 100%

M2) Client satisfaction rate = number of clients satisfied with the appointment scheduling process / total number of clients who used the appointment scheduling process * 100%

M3) Appointment scheduling efficiency = average time taken from front desk staff to schedule an appointment and set reminders before and after implementing the reminder feature.