Reducing No-Show Rate for Radiology
Ultrasound & CT Scan
Jason Wilder, Lisa Levins, Mohammed Siddiqui

PROBLEM
The volume of CT and Ultrasound patients who are "no-showing" their appointments has increased since the implantation of EPIC. While ordering providers are notified via EPIC in-basked regarding no-show patients, less than 25% of all no-show patients are calling back to reschedule their appointments.

SCOPE IN/OUT
IN
CT & Ultrasound – University Campus – Adult Patients – Radiology Department - Outpatients
OUT
All other campuses, modalities. Pediatrics patients, Inpatient & ED patients

BACKGROUND / CURRENT CONDITIONS
16% (n=704) of patients scheduled for Ultrasound were No-Show
75% (n=867) of patients who No-Show did NOT reschedule their appointment

TOTAL NO-SHOS BY DEPARTMENT
Ultrasound Department
704
CT Scan Department
453

ESTIMATED FINANCIAL IMPACT
POTENTIAL LOST REVENUE
$112,732.60
*Based on average Medicare reimbursements for Ultrasound and CT

ROOT CAUSES
MAN/PEOPLE
* Appt not No-Show Correctly
METHODS
*No method in place to call back patients who no-show
MACHINE
*Callpoint not making post-no show calls
MATERIALS
*No scripts created in CallPoint for CT/US

SMART GOAL: Reduce No-Show Rate by 3%

PLAN - Countermeasure
Develop a process by which the previous day’s no-show patients can be contacted and rescheduled to a different day and time.

☐ Develop a way to identify the previous day’s no-shows.
☐ Create a process using existing resources to make outbound calls to patients.
☐ Identify WHY patients are no-showing to their appointments.

DO - Implementation
☐ Scheduling team will generate daily report (in EPIC) of the previous day’s no-shows.
☐ Scheduler of the day will make outbound calls (Mon-Fri) to patients on that list.
☐ Reason for no-show will be documented using a categorized tick sheet

STUDY - Conclusion

REDUCTION OF AVERAGE NO SHOW RATE
12%
CT/US No shows March ’18 – Sept ’18

IMPROVEMENT OF NO SHOW RESCHEDULE RATE
16%
% of no-show patients who rescheduled their appointment

ESTIMATED IMPROVED REVENUE BY RESCHEDULING PATIENTS
$18,037.21
*Based on average Medicare reimbursements for Ultrasound and CT

An issue was also discovered and resolved as a result of this program where by it was found that Cadence and Radiant Universes were not communicating in Real Time. This was preventing WEST from making outbound calls to patients who had no show to their appointments, resulting in a 0% capture rate.