reported no-show rates as high as 30% and 15%, respectively. One
month later, Practices 2 and 3 reported no-show rates of 24% and six
percent, respectively (See Figure 2.). Practice 1 demonstrated no
change with a no-show rate of 15% from August to September 2018.
The percentage changes in no-shows and/or cancellations for the
three practices are depicted in Figure 3.
Sustainability of Reduced No-Show Rate: Sustaining these efforts to
meet the needs of the patient requires several levels of buy-in and
emphasizes patient engagement, while prioritizing accessibility to
patient care. Providers will educate patients on the importance of
coming in for scheduled appointments, and staff will make follow-up
calls for no-shows and missed appointments to let the patient know
that they are a priority even in their absence.
Successful practice transformation tactics fall
under Person- and Family-Centered Care:
 Person and Family Engagement—utilize
PFE principles, such as shared decision-making, health literacy, patient activation,
and medication management.
 Team-Based Relationships—establish
care coordination teams to meet needs
and for access to community resources.
 Population Management—address SDoH
to reduce no-shows and improve out-comes.
 Practice as a Community Partner—work-Ԡ