

## **MUSSER FIRM**

**Name of Firm:** Green Firm/Musser Firm

**Name of Firm Resident Quality Leader:** Joseph Avalos

**Name of Firm Faculty QI Sponsor:** Bryan Rimel

**Project Title:**

Can you hear me now?  
Decreasing the No Show Rate at the MCLNO Clinic

**Aim:** Improve continuity care patient attendance at the MCLNO Primary Care Clinic

**Metric:**

No-show rate and MCLNO continuity clinic for Musser Firm

**Pre-Intervention Metric Value(s):**

No-show rate and MCLNO continuity clinic for Musser Firm = 61.7%  
Sample Size = 188 individual appointments scheduled

**Intervention:**

A Musser Firm Resident called patients 3-7 days prior to the patient's scheduled appointment to remind them of their appointment date and time.

**Post-Intervention Metric Value(s):**

No-show rate and MCLNO continuity clinic for Musser Firm = 29.3%  
Sample Size = 184 individual appointments scheduled

**Problems Encountered:**

1. Additional responsibility of calling patients adds a new time burden onto the resident's already full schedule.
2. Patient reports, via phone, an inability to attend their scheduled appointment and ask to be rescheduled. No formal system in place for the resident to directly reschedule the patient.
3. Number supplied in EPIC is sometimes incorrect or disconnected.

**Learning Points:**

A reminder call significantly decreases the no-show rate at the MCLNO clinic and improves continuity of care.

**Do you consider your project a success? Why or why not?**

The project was a success.

The null hypothesis that a reminder call from a physician will not improve the no-show rate can safely be rejected. This small sample size pilot project suggest that our

intervention will increase continuity care attendance at the Resident Primary Care Clinic at MCLNO.

It is the opinion of Musser Firm that improving the attendance of the continuity clinic will improve patient care, improve the primary care education of residents, and improve resident satisfaction in the primary care setting resulting in a greater likelihood of residents choosing a primary care profession after residency.

Musser Firm suggests that the introduction of administrative time during the plus one clinic week to allow an opportunity to make patient calls would result in improved no-show rates and overall increased resident-patient interaction.