Science Internship Program: Public Health

Civic Education
Office of Government and Community Relations
A Retrospective Study: The Effect of MyChart Use on “No Show” Rate in a Primary Care Pediatric Practice

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Abstract

• Patients who don’t show up to their appointments waste resources and decrease patient access for other patients with urgent needs
• MyChart is a tool that can help
• Our study shows that active MyChart use may reduce no show rate
Background

• The Independence Family Health Center Pediatric Practice’s no show rate is rising
• Patients who do not show up to their newborn visit are at an increased risk of infant mortality
• Patients with chronic illness (like diabetes or asthma) who no show to routine appointments are at risk for increased emergency department (ED) utilization and poor outcomes
Background

• MyChart helps with:
  - Scheduling appointments
  - Accessing doctor’s contact information
  - Prescription renewals
  - Accessing test results
  - Doctor notes
  - Patient reminders
  - Cancelling appointments
Problem/Purpose

- Our purpose was to conduct a quality improvement project to reduce our no show rate by:
  - Identifying high risk factors (MyChart use)
  - Performing proactive appointment reminder outreach to those with risk factors
  - Performing directed patient outreach to repeat offenders to bridge care gaps
Hypothesis

- Patients who actively used MyChart were less likely to no show than those who did not.
Methodology

• Retrospective cohort study
• 22 provider templates were reviewed, including 7 residents and 2 Advanced Practice Nurses (APNs)
  • Excluded nurse visits
• Data collected included:
  • Appointment characteristics, including scheduling method
  • Patient demographics, including MyChart status and previous numbers of no shows
• Data was summarized using Excel PivotTables and analyzed using conditional probability
Data

- 65% of patients who did not show up for their appointments had an inactive MyChart Status.
- Only 3% of patients scheduled with MyChart.
Most patients do not repeat a no show, but 326 patients did not show up more than twice in the past year.
Results

• There was no significant difference in risk of no showing between patients with an active and inactive MyChart status.
Results

• Only 7% of patients with an active MyChart status actually scheduled with MyChart.
Results

- The status of MyChart did not seem to have an effect on the risk of a no show.
- However, there was less than an 8% chance that an appointment scheduled by MyChart would be missed, compared to 31% from the office and 62% from the call center.
Results

• Of note, 50.67% of patients no showed within 7 days of scheduling their appointments.

• Appointments scheduled through MyChart within 7 days of appointment date were much less likely to no show than those scheduled through the call center or the office.
Conclusions

• MyChart status alone did not affect probability of no show or risk for repeat no shows.
• Active MyChart use, as suggested by scheduling method, was associated with lower risk of no shows.
• Less than half of patients were enrolled in MyChart, and very few were active users.
Recommendations

• Collect data on control group of patients who do attend appointments

• Investigate MyChart activity
  • Enrolled in reminder system?
  • Reading appointment reminders?
  • Last time they logged in?

• Campaign for MyChart enrollment at every patient encounter
Recommendations

- Proactive appointment reminder phone calls based on high risk factors
- Directed patient outreach to those who repeatedly no show
  - Identify barriers to healthcare access
  - Offer social work or care coordination referral
  - Enroll in reminder system
  - Provide education on cancellation protocol
References


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