A Retrospective Study: The Effect of MyChart Use on “No Show” Rate in a Primary Care Pediatric Practice

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Background

- The Independence Family Health Center Pediatric Practice’s no show rate is rising
- Each no show negatively affects our practice and patient panel by:
  - Decreasing patient access for others in need of urgent appointments
  - Increasing per capita cost
  - Decreasing patient satisfaction
  - Decreasing practice revenue
- MyChart can help notify patients about their upcoming appointments

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 Nurse Practitioners (APNs)
  - Excluded nurse visits
  - Data collected included scheduling characteristics, appointment characteristics, and patient demographics
- Data was summarized using Excel PivotTables and analyzed using conditional probability

Data and Results

- 65% of patients who did not show up for their appointments had an inactive MyChart Status
  - Inactive MyChart data included 5 declined and 47 idle
- Conditional Probability of Repeat No Shows Given MyChart Status
- 326 patients no showed more than twice in the past year
- MyChart status did not affect risk of repeat no shows

Conditional Probability of No Show Given Appointment Scheduling Method

- Regardless of MyChart status
  - <8% risk of no show if scheduled with MyChart
  - ~34% risk of no show if scheduled with office
  - ~63% risk of no show if scheduled with call center

- 50.67% of patients no showed within 7 days of scheduling their appointments
- Regardless of MyChart status, appointments scheduled with MyChart were less likely to no show in this period

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, 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
- 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