Effects of a Personal Intervention on Appointment Adherence
Lisa Looper DNP, RN and Carrie Huffstickler DNP, RN

PROBLEM
Decreased Patient Appointment Adherence (Mohammadi, Wu, Turkten, Toscos, & Doebbeling, 2018)
- Affects a variety of health care delivery organizations
- Results in delayed or missed care and poor utilization of clinic resources
- Increases clinic costs and staff workload as patients require follow up calls to reschedule
- Leads to a poor use of staff resources due to excessive rescheduling
- Negatively impacts patient health due to delayed appointment scheduling
- Leads to decreased continuity of care
- Leads to poor health outcomes
- Technological advances have resulted in increased automated appointment reminders

QUALITY IMPROVEMENT PROJECT
A personal intervention compared to an automated intervention and the effect on appointment adherence?

METHODS
- A script was created for personal phone call reminders that the medical assistant made each day
- Project training took place one week before the project’s implementation
- Daily appointment reminder calls were made to all patients scheduled to see the APRN
- Barriers identified were transportation, inconvenient times for appointments and lab tests
- Patients were assisted with removal of appointment barriers through offerings of local transportation services, alternate times for appointments and lab draws
- Medical assistant assisted patient with adaptation to remove barriers, promoting patient self-care management

PARTICIPANT PROFILE
- Patients seen in an out-patient primary care clinic
- All patients scheduled to see the APRN
- Included new patient, return, and acute appointments
- Ages ranging from 16 to 90
- Included insured and self pay patients
- Patients had a variety of chronic disease conditions such as diabetes, hypertension, hyperlipidemia, COPD
- Patients seen in a three-week time period

OBJECTIVES
- Increased communication between the APRN and the Medical Assistant
- Increased communication between clinic staff and patients.
- Identification of and removal of appointment adherence barriers
- Increased continuity of care
- Decreased staff workload due to a decreased need for rescheduling appointments
- Increase in appointment adherence
- Improved health outcomes

RESULTS
- A 2.81% decrease in no-show rate
- A potential increase of $17,871.60 in additional reimbursement
- Increased continuity of care
- Transportation was the most common appointment barrier
- Medical assistant reported feeling more connected to patients and had an increased sense of empowerment that her actions contributed to patients’ improved quality of life and health outcomes.

FRAMEWORK
Roy Adaptation Model
Diagram of Human Adaptive Systems

- Patients are holistic systems who through coping mechanisms, transform and are transformed by the environment they interact with and where adaptation can be observed
- Physical stimuli and role function impact patients’ ability to cope with barriers to appointment adherence
- Common barriers to appointment adherence include transportation and inconvenient times for appointments and lab draws
- Contact with patients through personal phone call appointment reminders assists patients with coping
- Coping results in adaptive behavior, removal of barriers, and improved appointment adherence

IMPLICATIONS FOR PRACTICE
- Additional providers adopt personal intervention reminders to increase appointment adherence
- Ongoing evaluation of personal intervention reminders’ impact on appointment adherence, self-care management, and health outcomes
- Continued evaluation of the impact of personal interventions on continuity of care
- Evaluation of the impact of personal interventions on staff members’ communication and relationships
- Evaluation of the impact of personal interventions on communication and relationships between staff and patients

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CONTACT INFORMATION
Carrie Huffstickler DNP, RN
chuffsti@Samford.edu
or
Lisa Looper DNP, RN
looper@Samford.edu