

Reducing MSW No-Show Rate

Geoffrey Gui, Kristy Tan, Joyce Koo, Phua Yi Hui, Alice Seow, Evelyn Quek, Travis Loh, Janice Soon

kristy.tan.c.y@ndcs.com.sg



Problem Statement

The no-show rate for patients who don't turn up for their Medical Social Work (MSW) appointments is high. These appointments are critical for individuals who need dental treatment but face financial challenges. MSW appointments are designed to evaluate patients' eligibility for financial assistance. Unfortunately, some patients neglect to attend or cancel their appointments if they no longer require MSW appointments, resulting in wasted slots that could have otherwise benefited others in need.

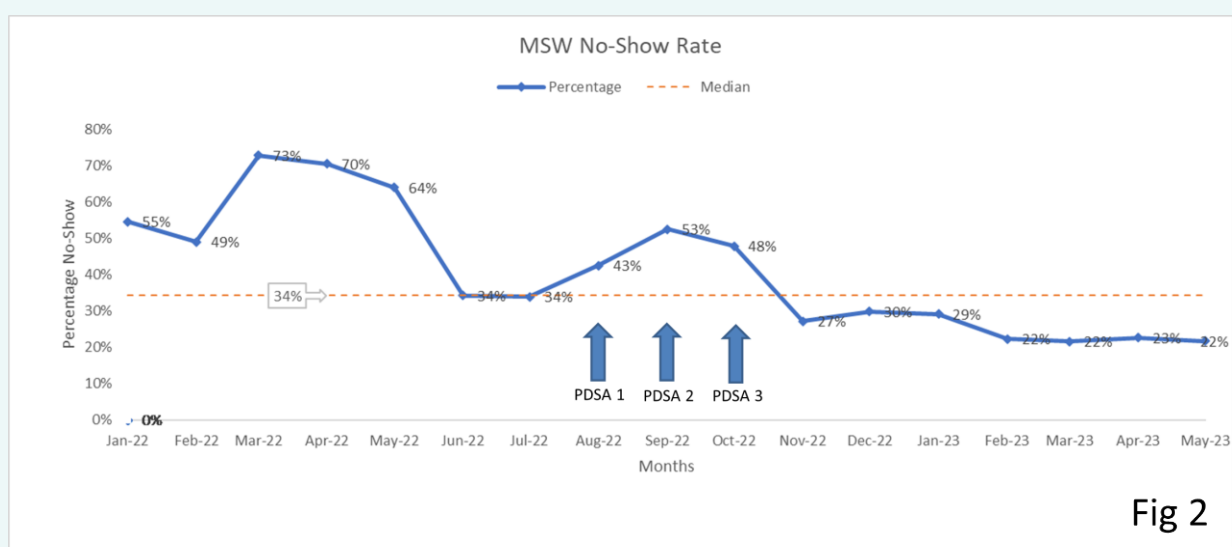


Fig 2

Potential Solutions

1. PDSA #1: Patient able to cancel appointment via SMS reply and PSA granted system access to check if patient have any existing MSW appointment with other SingHealth institutions.
2. PDSA #2: Introduce the option for Virtual Consult (VC) MSW appointment.
3. PDSA #3: reminder calls to patients to remind them of their MSW appointment 2 days before their appointment.

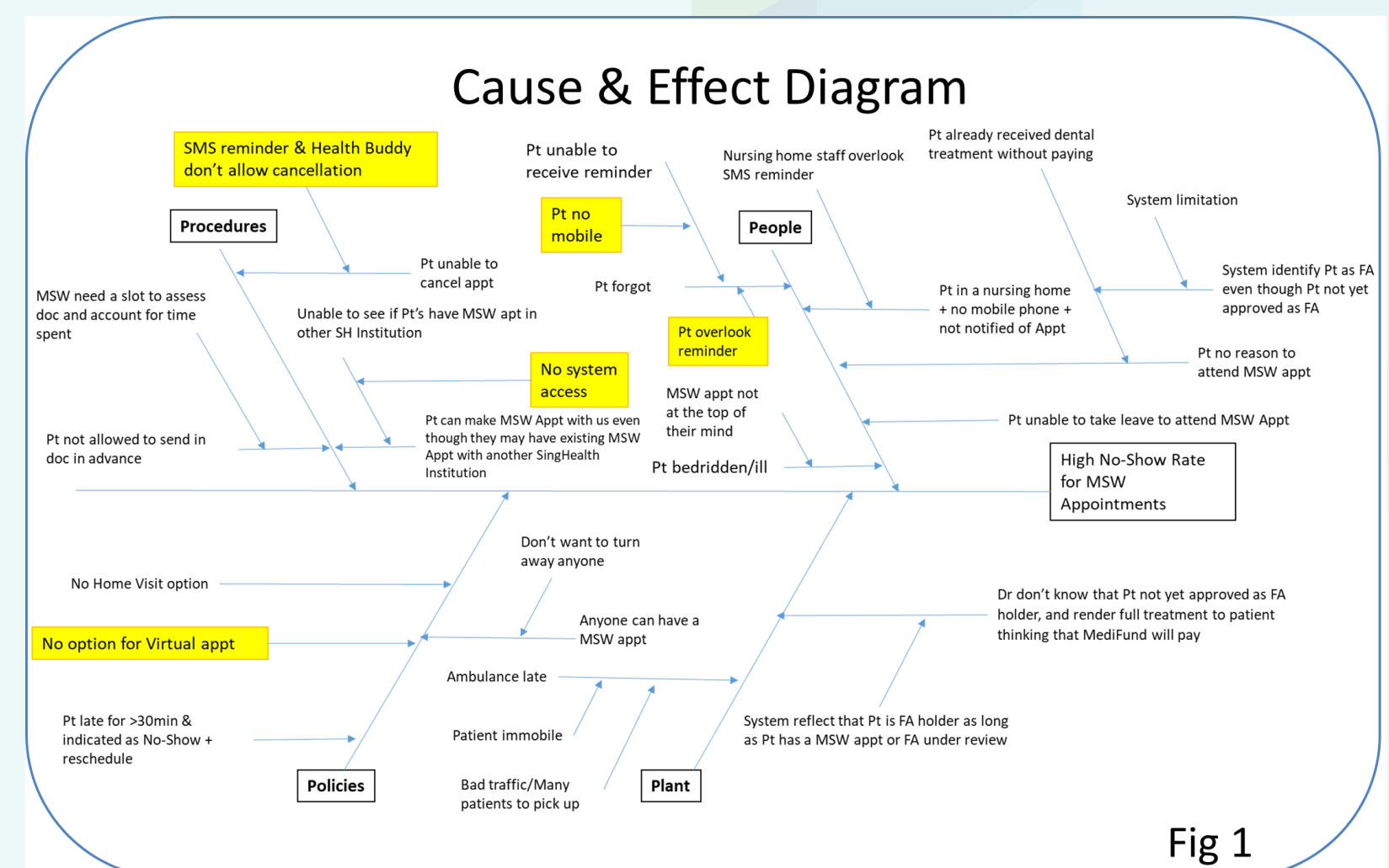


Fig 1

Project Aim

We aim to reduce the no-show rate by 30% in 3 months.

Lessons Learnt

What did we wish we knew and what could have been done differently?

- Patients were unaware that they could manage their own appointments in Health Buddy.
- The best time to conduct call reminders is around lunch time, as well as around the end of office hours.

Outcomes & Impacts

How did we know which changes led to an improvement?

- After PDSA #1, we started to see patients cancelling by SMS, and the monthly cancellation by SMS is in the single digit range.
- For PDSA #2, the VC take-up rate is at 1 - 3 appointments a month. (Refer to Fig 3)
- After the 3rd PDSA intervention, the no-show rate fell below the median of 34% consistently from Nov-22 to May-23. (Refer to Fig 2)

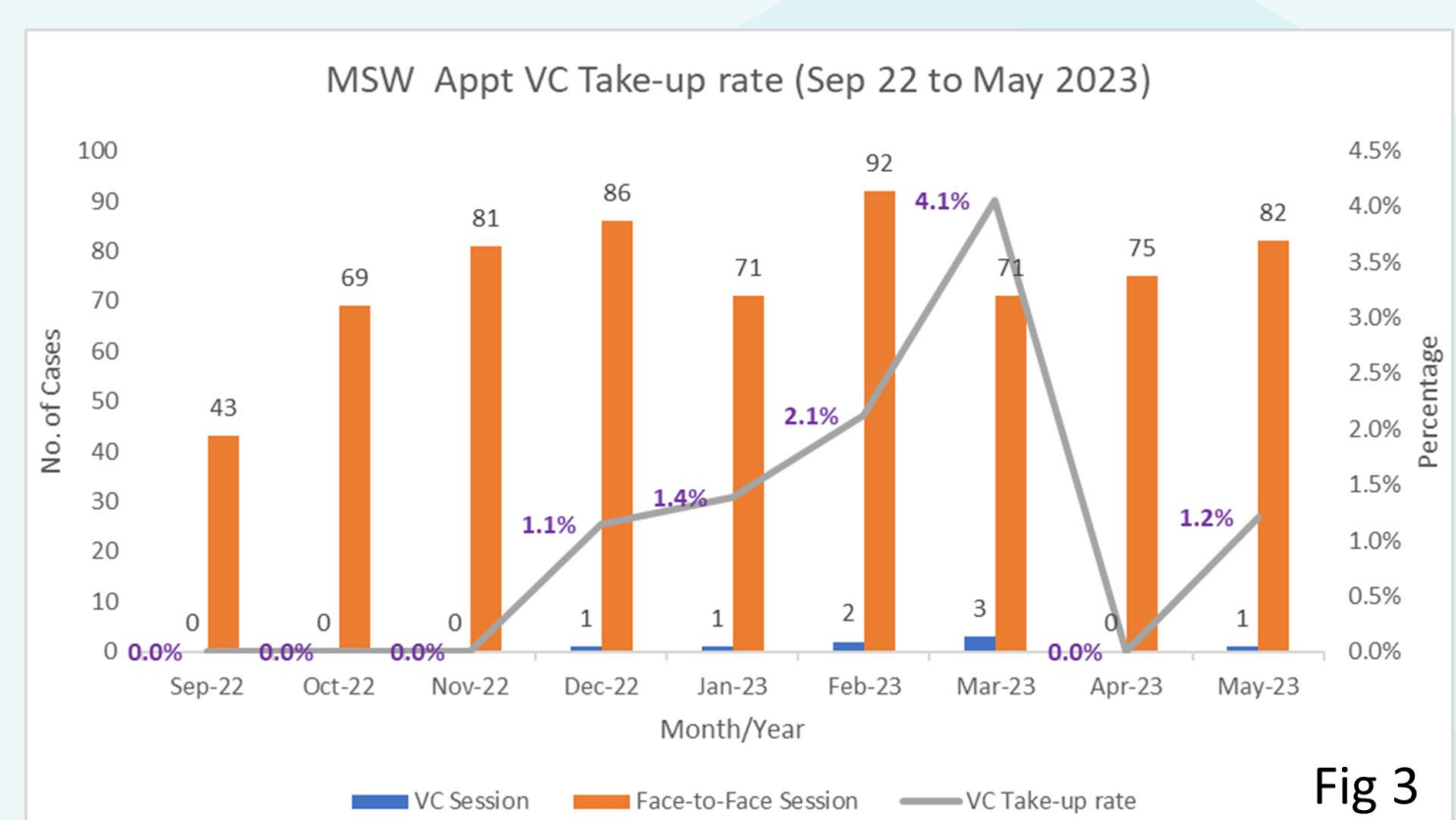


Fig 3