Optimizing Clinic Attendance in an Adult CF Program

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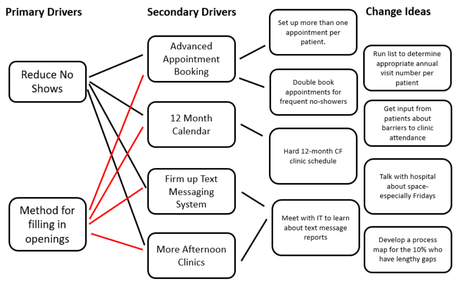
BACKGROUND AND METHODS

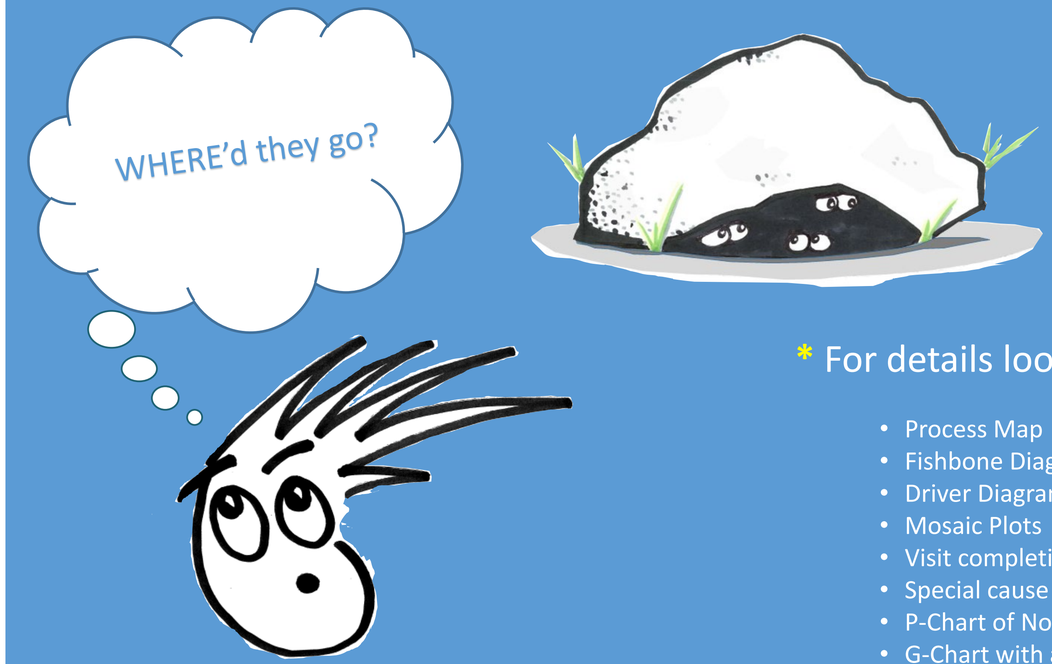
People with CF (PwCF) are generally experiencing improved health and quality of life following the widespread use of highly effective CFTR modulator therapy. With lives that have become busier outside of management of their CF, many adult PwCF are facing competing interests regarding outpatient appointment attendance. We chose to proactively develop a quality improvement process to optimize clinic attendance in the Adult Program at Maine Medical Center (MMC) as models of care are being re-envisioned nationally. The global aim of this initiative is to ensure sustained, equitable access to a fully-staffed CF-clinic for adult PwCF in Maine.

- **All clinics** in the Adult CF Program at MMC from August 11, 2023 to August 10, 2024 had the following collected: Clinic date, appointment time (morning vs. afternoon), visit type (in-person vs. telehealth), status of visit (completed, rescheduled, cancelled, no show, or other), reason for cancellation, timing of any schedule change (≤24 hr vs. >24 hr).
- A **driver diagram** was created to identify primary and secondary drivers and change ideas to improve clinic attendance over time, three of which were formally implemented in January, 2024 (text message reminders for appointments, double booking PwCF with prior history of no-shows, and co-produced adjustment of visit frequency).
- **Statistical Process Control** was utilized to separate special cause from common cause variation.



Driver diagram showing primary and secondary drivers and change ideas to improve clinic attendance.

We substantially reduced our clinic "No Show" rate with easy-to-implement administrative tools

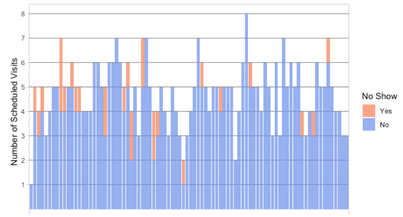


* For details look HERE

- Process Map
- Fishbone Diagram
- Driver Diagram
- Mosaic Plots
- Visit completion statistics
- Special cause variation rules
- P-Chart of No Show Rate
- G-Chart with adjusted center line

RESULTS

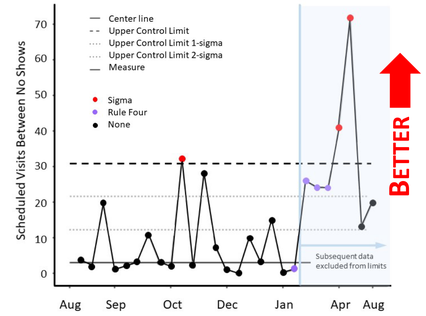
Scheduled Visit No-Show Status by Clinic



Time (8/10/23-8/2/24)

Clinic attendance over time showing reduction in the frequency of visit no-shows (orange).

G-Chart of Visits Between No-Shows



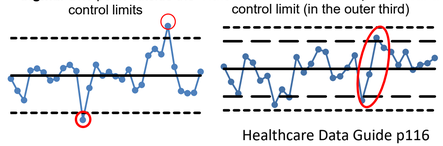
Time (8/10/23-8/2/24)

G-Chart showing increasing number of visits between no-shows over time. There is a marked change after implementation of change ideas in January, 2024.

Rules for Identifying Special Cause Variation

Sigma: One point outside the control limits

Rule 4: 2 of 3 consecutive points near a control limit (in the outer third)



Healthcare Data Guide p116

FUTURE PLANS

- Refine the rescheduling process to include multiple future appointments
- Optimize attendance at 4-5 patients per clinic

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