

SIXTEENTH STREET COMMUNITY HEALTH CENTERS ACCESS COMMITTEE

In July 2023, Sixteenth Street Community Health Centers (Sixteenth Street) faced considerable challenges with no-show rates in their medical and behavioral health departments. Behavioral health no-shows had reached a high of 40% and the level of no-shows and late cancellations hindered patient care, strained health center resources, and impacted overall access. The Access Committee identified four goals in response to the no-show challenge:

- Reduce no-show rates
- Improve patient education
- Enhance communication with patients
- Increase collaboration between patients and their health care providers

The Access Committee held monthly meetings to analyze no-show rates and late cancellation reports and discuss patient cases where appointment adherence was an issue. The team developed strategies tailored to address the increasing no-show rates within medical and behavioral health departments. Following the analysis, the team initiated a communication plan that included personalized notifications to patients such as text messages using WellApp with appointment reminders and emphasized the importance of attending appointments.

By December 2023, the no-show rate was reduced to 19% allowing Sixteenth Street to serve more patients efficiently and increase utilization of services. From the outset, the Sixteenth Street Access Committee demonstrated an understanding of the challenges involved and approached patients and providers with empathy and open communication. The team's persistence in working with patients demonstrated a commitment to quality and improvement.

