personifycare

Healthcare Logic

Outpatient Clinic Case Study:

Reduces Failure to Attend Rates for Appointments by 56% with Digital Patient Pathways

Summary:

Referred to as the hidden waitlist, a South Australian industry and public health collaboration are tackling the long wait periods for Outpatient Appointments by ensuring every appointment slot is filled and patients arrive prepared.

The joint project between Central Adelaide Local Health Network (CALHN) Royal Adelaide Hospital (RAH) Outpatients Orthopaedics team, Personify Care, and Healthcare Logic has found that using Digital Patient Pathways can improve the patient experience and reduce failure to attend rates for outpatient appointments.

The Experience:

Patients were invited to a Personify Care pathway three weeks before their clinic appointment from a list generated by Healthcare Logic's SystemView.

This ensures that patients were notified of their upcoming appointment and staff were alerted in advance of the patients that needed to be rescheduled.

Central Adelaide Local Health Network

⬇ Reduced Failure to Attend Rate (FTA) by 56%

⬇ Reduced wasted appointment slots

⬆ Improved patient access to care

Key Factors for Rapid Implementation and Adoption

To support other health services facing a significant backlog for outpatient appointments - the teams identified four areas that were key success factors in the study:

- Simple patient list generation via Healthcare Logic's SystemView and automatic/bulk invitation
- High patient response rates to Personify Care digital patient pathway
- Automated patient screening
- Executive support to provide staff with time for reallocation of appointment slots

Future of Digital Transformation for CALHN Outpatients

Efforts are being made to expand the initiative to other clinical units with relatively high FTA rates plus other stages of the outpatient journey.

To overcome resource intensive waitlist auditing, CALHN has also developed a Digital Waitlist Audit Pathway based on their existing process via the Personify Care and Healthcare Logic platform's to reduce outpatient waitlists by 12%.

"The scope of the pathways is being expanded to reduce Review Rates caused by patients arriving unprepared for their appointment. This work aims to further improve the access and effectiveness of outpatient services."

Ashleigh Wilhelm-Plumley
Central Outpatient Project Manager
Royal Adelaide Hospital

Central Adelaide Local Health Network