

REDUCING NO-SHOWS IN THE EARLY PSYCHOSIS INTERVENTION CLINIC

Rita Basu, BScN, RN; Maria Sadeq, MSW, RSW; Barbara A. Cobbina, RN, BN, CPMHN(c); Michelle Harris, CYCP

DESCRIPTION

Being diagnosed at a young age with a psychotic disorder, can be overwhelming and scary. Chances of relapsing is high, and there are many obstacles that patients face when firstly diagnosed. From April 2024 to January 2025, the Early Psychosis Intervention (EPI) clinic program at Humber River Health (HRH) had an average 36.91% no show rate. The EPI clinic caters to outpatients aged 14 to 35 years old with a first episode of psychosis and schizophrenia. A strategy will be used to reduce no-show appointment rate. A missed appointment feedback survey will be used to identify barriers that outpatients may face, contributing to missed visits.

OBJECTIVE

To reduce the monthly number of no-show appointments in the EPI Clinic.

ACTIONS TAKEN

Given the high risk of relapse, and numerous barriers to care, consistent follow-up is crucial. To increase the compliance with treatment and follow-up care, the EPI clinic at HRH started this initiative. When an appointment is missed, staff contacts the patient to reschedule, and a no-show survey is completed over the phone. This initiative launched in February 2025 with the implementation of the missed appointment survey for patients who did not attend. The focus was aimed at improving patient attendance and engagement with treatment. The survey was completed consistently from February to July 2025.

Missed Appointment Feedback Survey

We would appreciate your time in completing this short survey. The goal is to understand why appointments are missed. Your feedback is valuable in improving our services being provided.

- Are you aware of the text alert option regarding upcoming appointments?**
 Yes
 No
- Are you signed up to receive text message alerts regarding your appointments?**
 Yes
 No
- Did the fact that the appointment was in person affect your ability to attend?**
 Yes
 No
- Who can we connect with to provide your appointment reminders?**
 Name: _____
 Phone Number: _____
- What was the main reason you missed your appointment? (Select all that apply)**
 I forgot about the appointment
 I had transportation issues
 I was feeling unwell
 Financial reasons (e.g., transportation, childcare, time off work)
 The appointment location was inconvenient
 I had a scheduling conflict
 Anxiety or other personal reasons
 Other (please specify): _____
- Would you have attended the appointment if the meeting was virtual?**
 Yes, I would prefer a virtual option
 No, I prefer in-person visits
 Maybe, it depends on the situation
- Did you try to contact us to reschedule or cancel?**
 Yes
 No
 o **If no, what prevented you from reaching out? (Select all that apply)**
 I didn't have access to the clinic's contact information
 I didn't think I could reschedule
 I felt embarrassed or anxious about missing it
 Other (please specify): _____
- How can we improve access to appointments for you? (Please share any suggestions or feedback)**

Figure 1. Missed Appointment Feedback Survey from The EPI Clinic

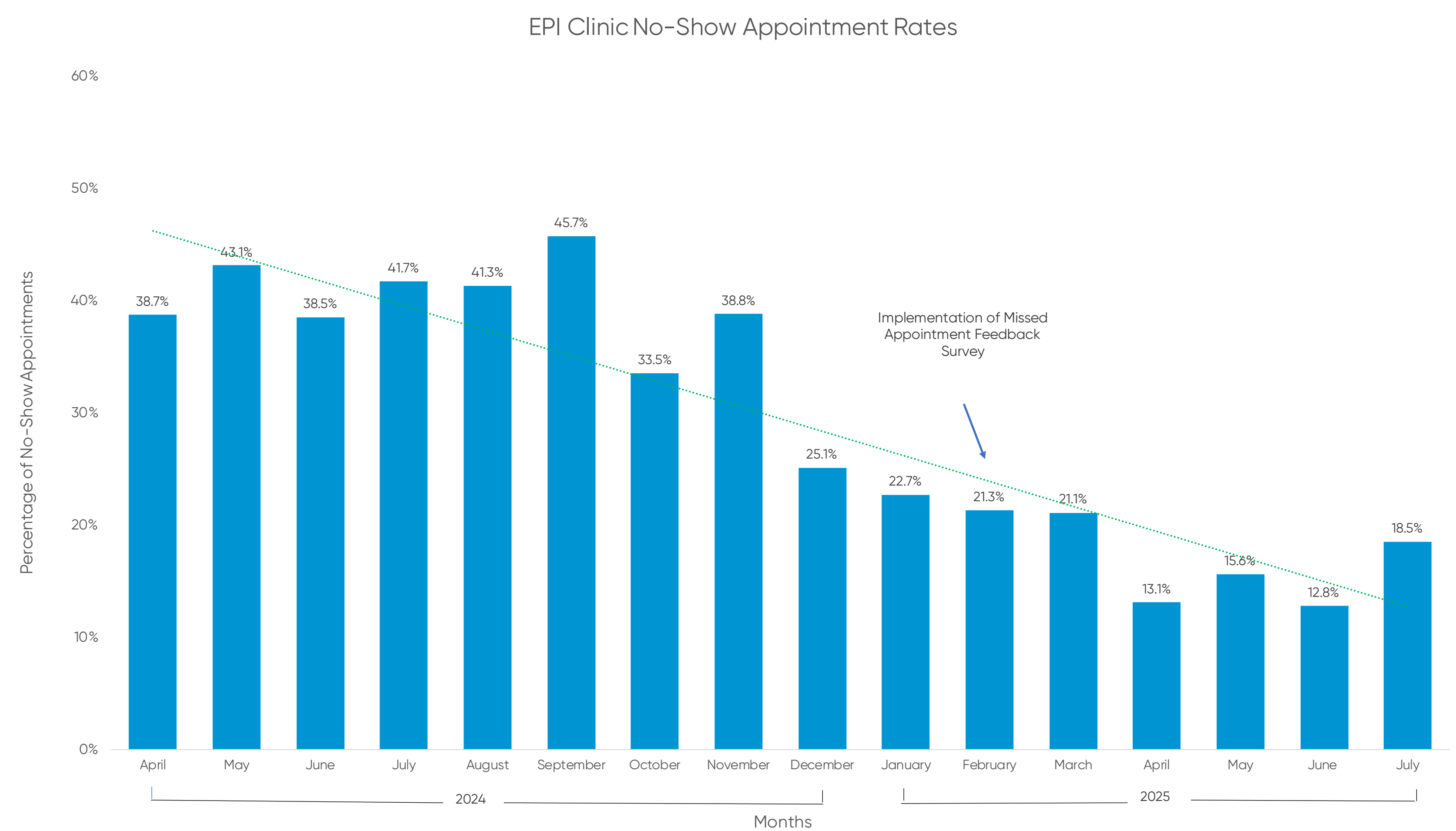


Figure 2. No-Show Percentages of Outpatients in the EPI Clinic from April 2024 to July 2025

SUMMARY OF RESULTS

Since implementing the survey for missed appointments, the EPI clinic has observed a significant drop in “no-show appointment” average rates from 36.91% pre-implementation to 17.07% post-implementation. This improvement extends beyond attendance, with a notable rise in patient engagement. Staff reported improved rapport and more open communication with patients. This initiative leads to more consistent care and strengthens the connection between the program and the young people it serves.

LESSONS LEARNED

Consistent and clear communication is crucial to identify the reasons for missed appointments in outpatient clinics. By introducing the feedback survey, the EPI clinic has successfully improved attendance and reduced no-show appointments.

