MINIMIZING PATIENT NO-SHOWS WITH PREDICTIVE ANALYTICS

Why is patient no-show a problem?
A member not turning up for a provider appointment leads to wastage of provider resources & time, adversely impacts patient health, and hospital performance on quality programs.

Approach
Attributes such as PCP assignment, distance between patient location and hospital, historical records, old age, disability etc. are fed into a logistic regression model to predict the likelihood of patients to not show up. Thereafter, a targeted intervention plan of reminders, alerts and other engagement efforts can be implemented to reduce no-shows.

Benefits
- Improved financial outcomes
- Optimized scheduling, efficient use of resources, and clinical staff
- Reduced cost of operations
- Reduced waiting time and increased patient throughput

*Source: https://www.practicebuilders.com/blog/how-no-shows-canceled-appointments-affect-your-practice/

About ITC Infotech
The healthcare industry is shifting to value based care and payers & providers are all set to adopt digital & analytical tools to meet population health and value-based care goals. With extensive healthcare industry experience, ITC Infotech brings expertise in delivering domain centric technology solutions, designed to help providers improve healthcare delivery by leveraging disruptive digital technologies.

ITC Infotech is a specialized global technology services provider, led by Business and Technology Consulting. ITC Infotech’s Digitaligence@work infuses technology with domain, data, design, and differentiated delivery to significantly enhance experience and efficiency, enabling our clients to differentiate and disrupt their business.

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