MINIMIZING PATIENT NO-SHOWS WITH PREDICTIVE ANALYTICS

ITC INFOTECH
Business-friendly Solutions

There are a million reasons your patients just don't show up for an appointment, or call right before their scheduled appointment to cancel. Some of the reasons are unavoidable, but all of them cost resources, time and money. Patient no-shows and late cancels is a chronic problem. As per study, missed appointments cost the U.S. healthcare system more than $150 billion per year estimating pointing to an average of $40,000 to $60,000 per physician year. It can also lead other dissatisfied patients who will begin looking for care looking elsewhere for care.

*Source:

https://www.practicebuilders.com/blog/how-no-showscanceled-appointments-affect-your-practice/

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

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 distruptive 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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