

IMPROVING PATIENT ATTENDANCE AT RHEUMATOLOGY CLINICS IN RURAL REMOTE NORTHWEST BC

Location: Wrinch Memorial Hospital • Contact: Dr. Angela How • Date: September 2024

► AIM STATEMENT

To increase the attendance of patients with inflammatory diseases at the Rheumatology Traveling Consultation clinic at Wrinch Memorial Hospital to 90% by September 2024.

► BACKGROUND/PROBLEM

My practice mainly consists of Indigenous persons who live with immune – mediated inflammatory disease. Due to the poor attendance at clinic appointments, I cannot provide continuity of care. This leads to a higher burden of pain and reduction of function in this patient population.

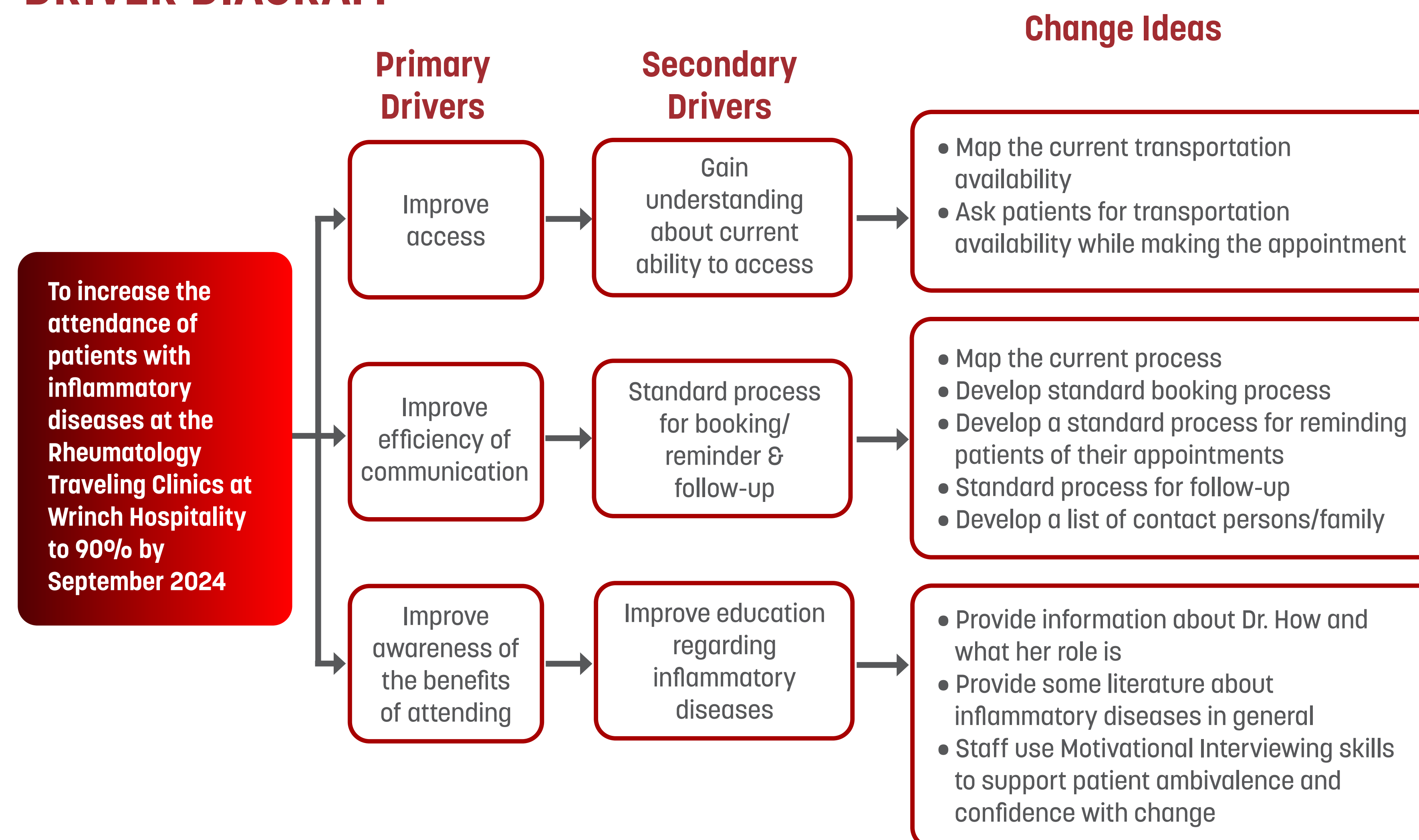
► CHANGE IDEAS

- Reviewing the reminder call process with the team will create a more effective process
- Integrating Motivational Interviewing will support patient self management
- Develop an orientation for new patients
- Conduct follow up calls with patients who have missed an appointment

► MEASURES

- **Outcome:** 90% of booked appointments attended
- **Process:** Standardized booking & follow up for every appointment
- **Balancing:** Increased workload for MOA

► DRIVER DIAGRAM



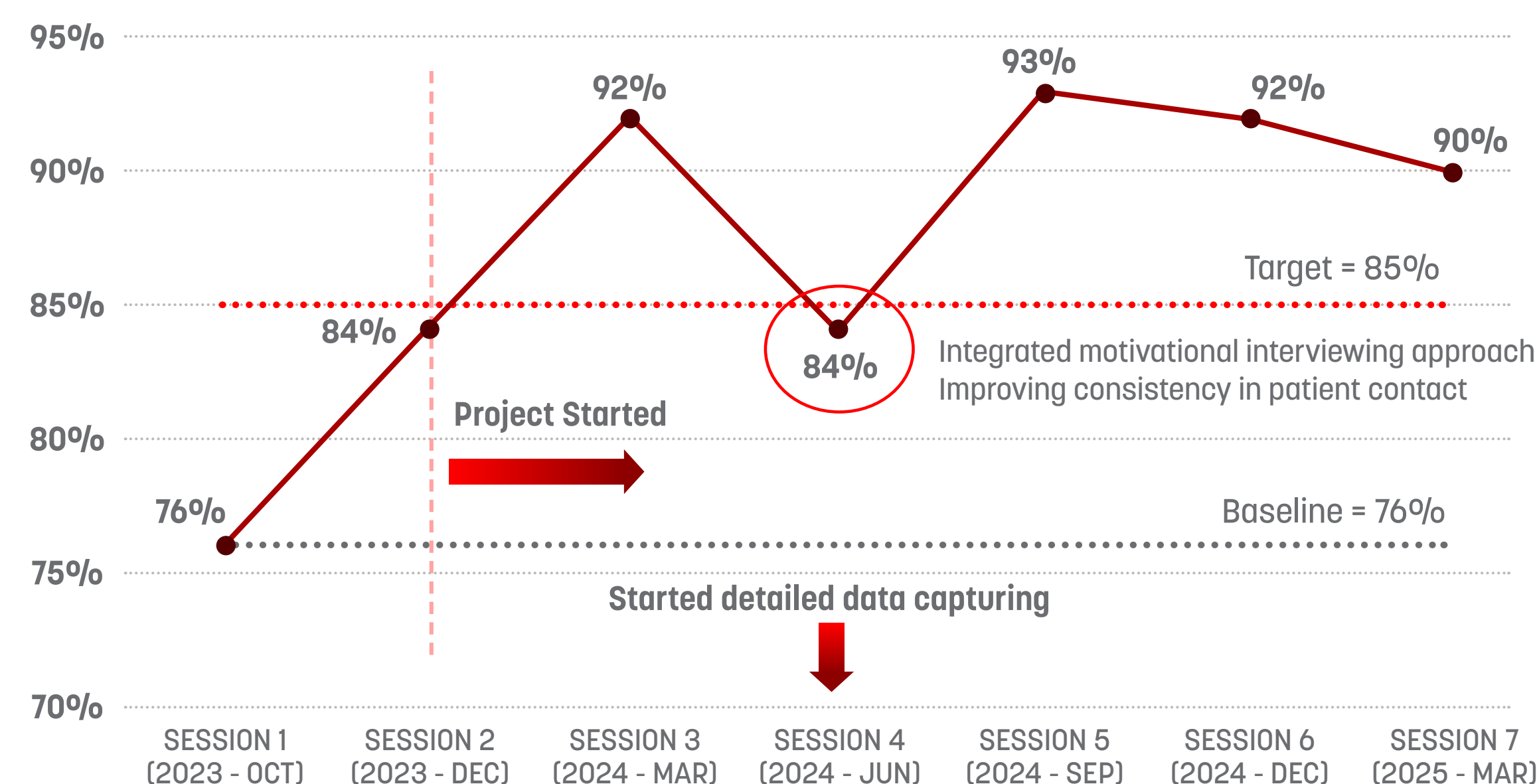
► NEXT STEPS

- Focus on ongoing patient education
- Utilize education/support offered by the Arthritis Society & the Mary Pack Arthritis Program
- Involve the Practice Support Program

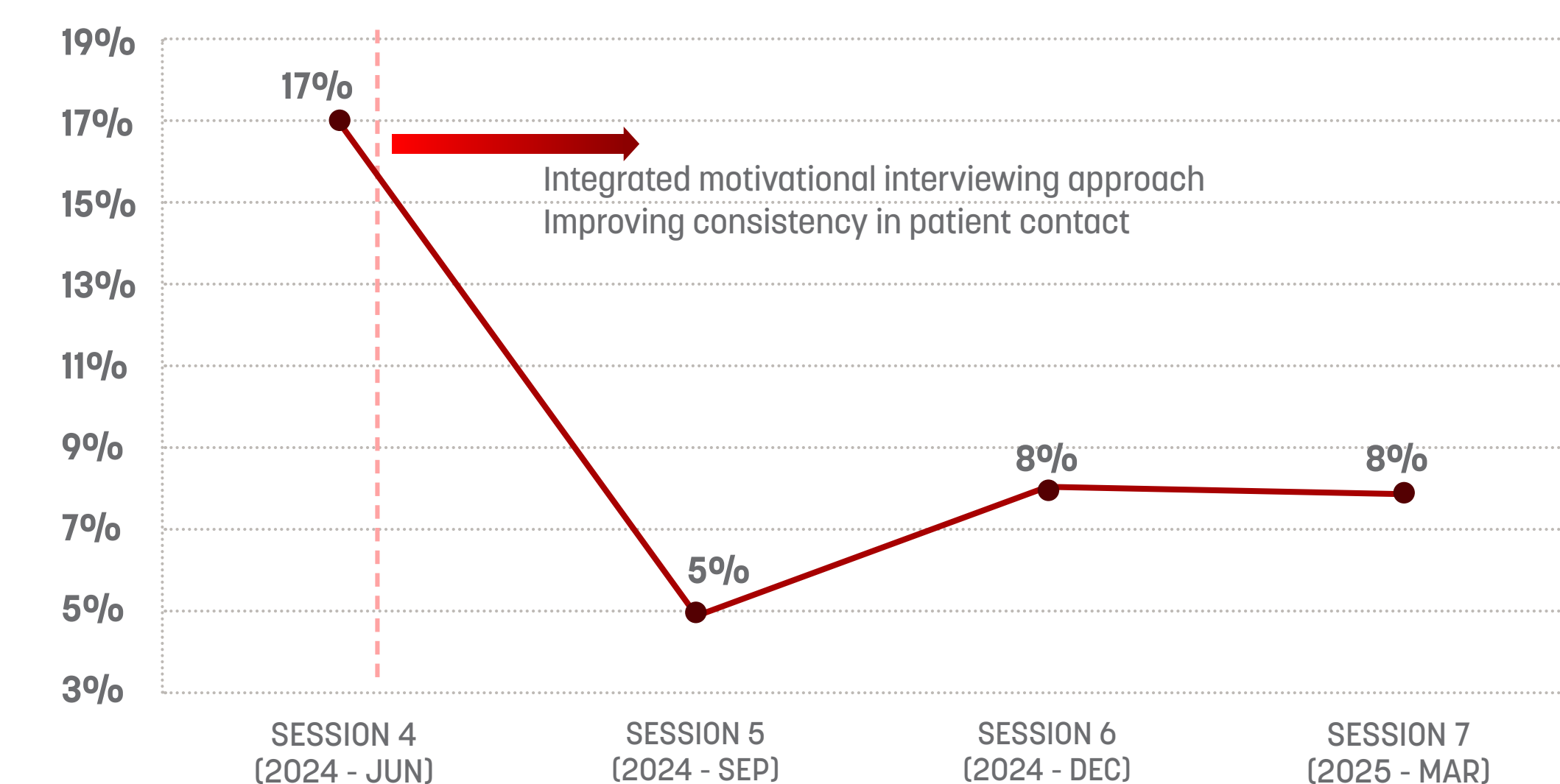
► RESULTS

Patient Attendance Percentage at the Clinic

—●— Total Seen Patients %
... Target
... Baseline



% of No-Shows Among Patients Contacted & Confirmed



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TEAM MEMBERS: Angela How, MD: physician lead, Narinder Chandra: MOA, Grace Gonzales: MOA, Kim Madsen: MOA, Angie Combs: Indigenous Patient Liaison, Danielle Pichie, MD: Family physician, Kyle Munro, NP: Nurse practitioner, Beth De Maio: Health Service Administrator Wrinch Memorial Hospital, PQI Coach: Lee Cameron