



Optimizing Telephone Call Reminders to Improve Appointment Attendance at Outpatient Treatment Clinic

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INTRODUCTION

Primary Research Objective

Examine if one additional telephone call reminder (TCR) to clients made three business days before clients' appointments will improve attendance when compared with clients who receive only one TCR made one business day before their appointments at an outpatient substance use disorder (SUD) treatment clinic in Broome County, NY.

Rationale for Research

- Missed appointment rate for the PMHNP at the clinic was 35% to 40%.
Forgetfulness- the most cited reason for missing appointments.
Clinic's protocol- one TCR made one day before clients' appointments.

Literature Review Findings

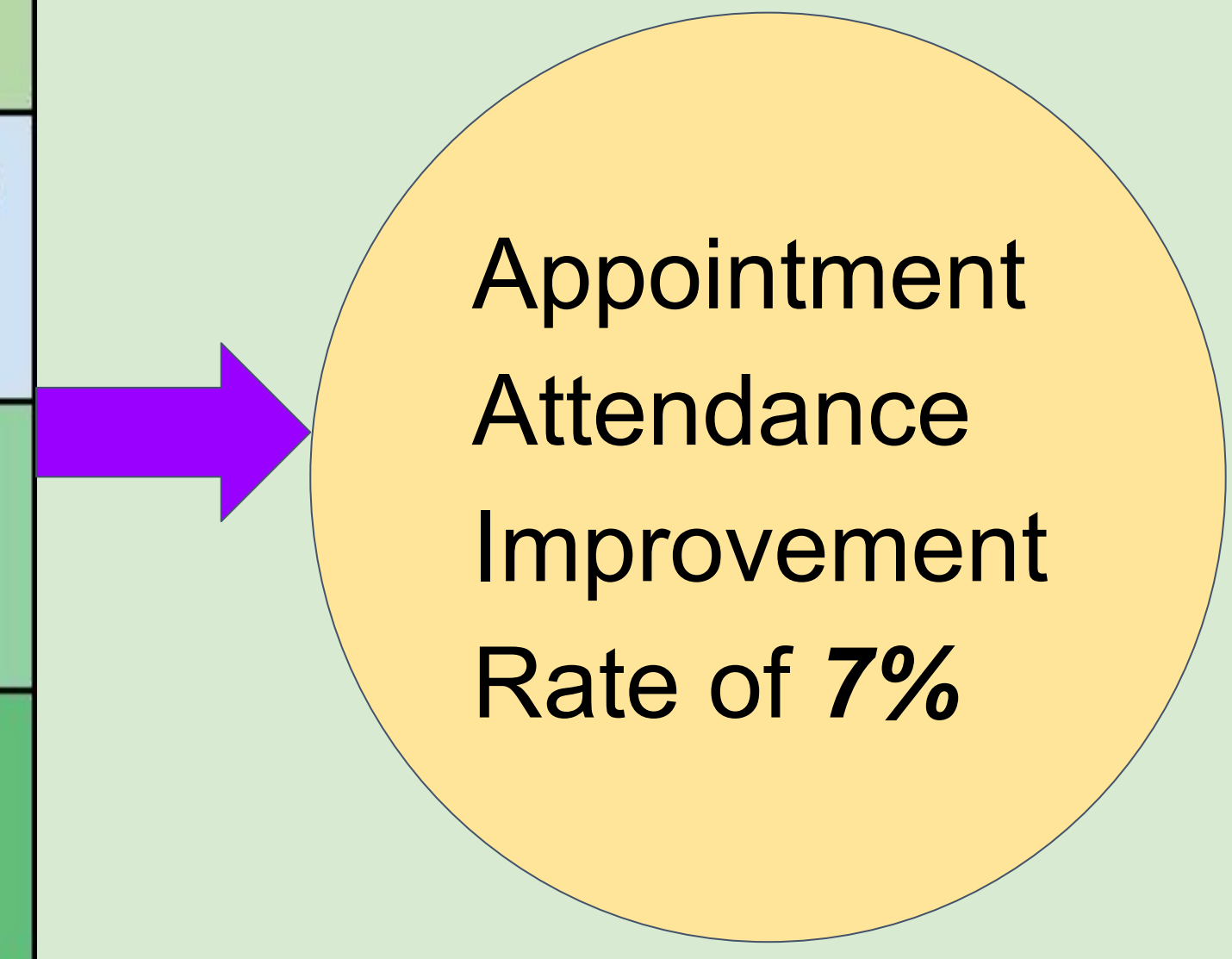
- No-show rates in addiction medicine ranges from 15% to 75%.
Missed appointments cost the U.S. more than \$150 billion annually.
Forgetfulness was the most reported reason for missing appointments.
Multiple TCRs were effective appointment reminders.

METHODS

- Convenient sample of 310 adult subjects
Inclusion/exclusion criteria applied
Quasi-experimental design with two groups
Intervention group - 148 clients received two TCRs
Comparison group - 162 clients received the standard one TCR
Data analyzed using Intellectus® statistics software.
Chi-square test of independence based on alpha value of .05
Study approved by Binghamton University's IRB

RESULTS

Table with 3 columns: Phase, Attendance Rate, Non-Attendance Rate. Rows: Pre-Intervention May & June 2022 (65% attendance, 35% non-attendance), Intervention May & June 2023 (72% attendance, 28% non-attendance).



Primary Research Question

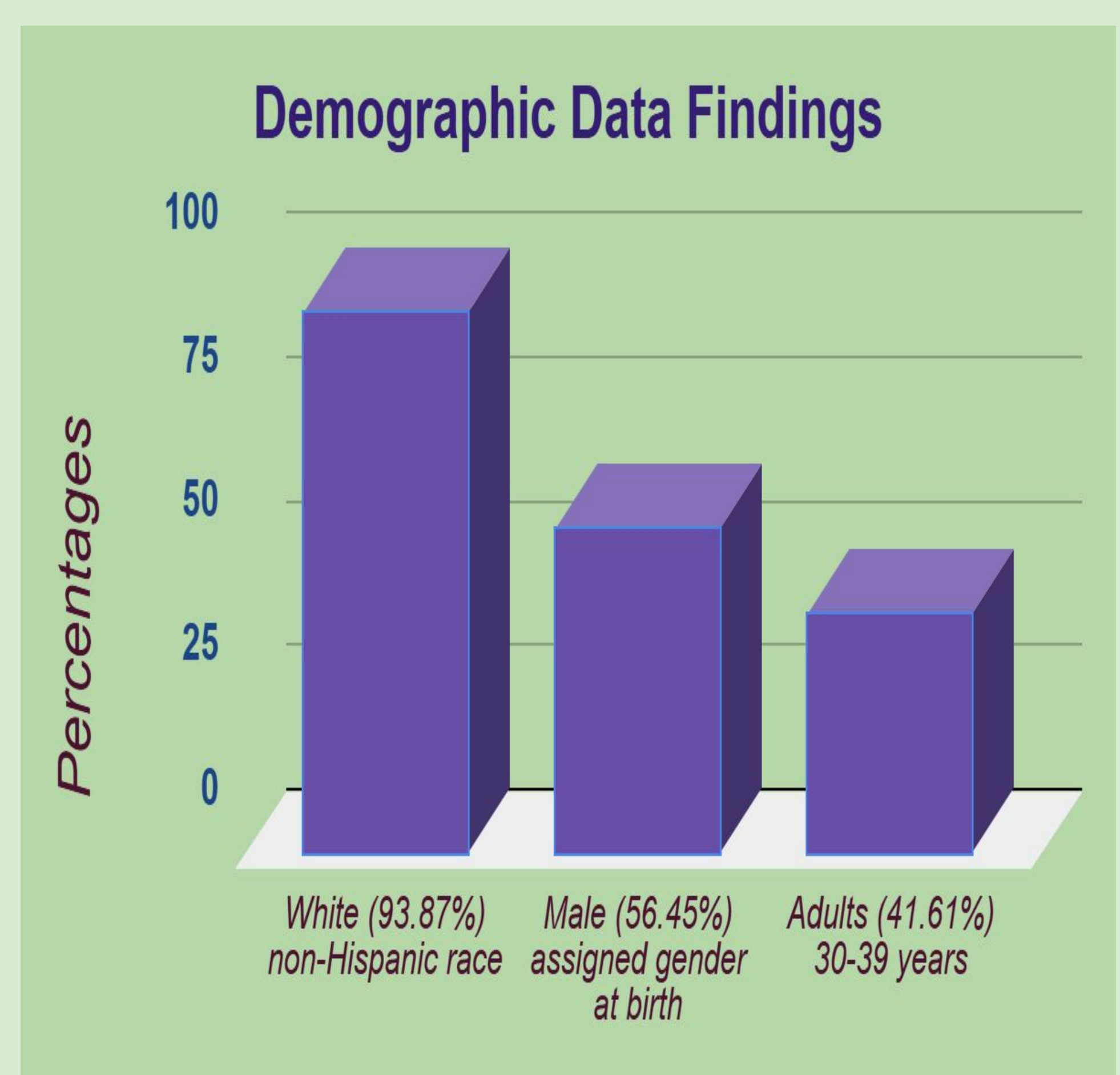
- What is the relationship between one additional TCR made three business days before clients' appointments and attendance?
Results - Statistically significant, p = .043.
Indication- Multiple TCRs effectively improved appointment attendance.

Research Question 2

- Among clients who confirmed their appointment, what is the relationship between appointment confirmation and attendance?
Results - Statistically significant, p < .001.
Indication - A three-business-day TCR and a verbal commitment to attend the appointment may allow the client to make plans to attend.

Demographic Data

- Overdose death risk factors:
White non-Hispanic race
Male gender
Adults, ages 20 to 40 years
Relevance- Identifying such risk factors will help providers to individualize treatment for optimal health outcomes for their clients.



CONCLUSION

Strengths

- Intervention and comparison groups.
Primary research objective was statistically significant.

Limitations - Small sample size.

Future Research Considerations - Focus on a large sample size.

Implications for Practice

- Multiple TCRs is an effective cue for appointments attendance.
Appointment attendance rate may improve with multiple TCRs.
This research can inform SUD treatment clinics on how to improve appointment attendance likely leading:
Maximization of treatment benefits
Reduction in relapse, overdose, and overdose death rates

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