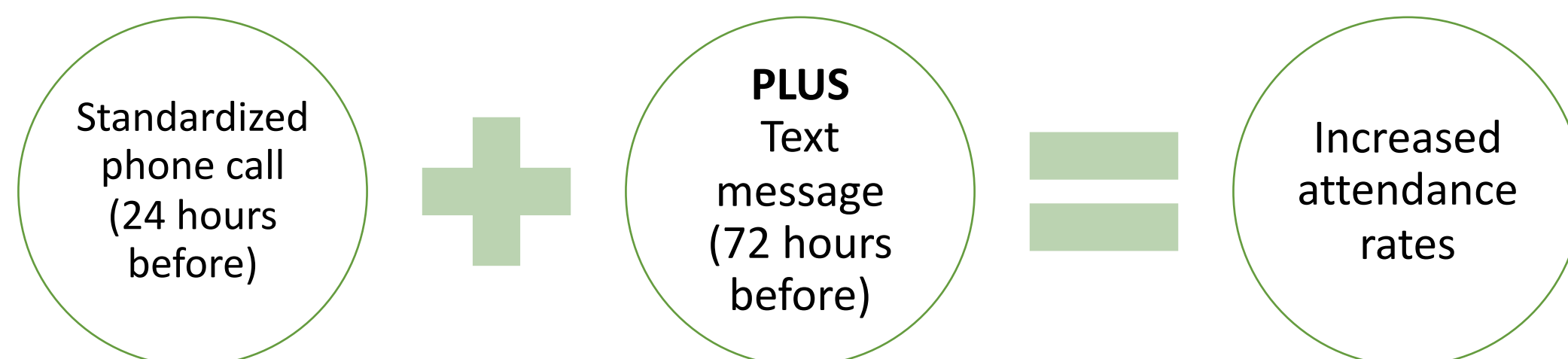


Introduction

- **Background:**
 - Reminder systems promote adherence to scheduled appointments¹⁻⁵
 - Nonattendance rate: 20-80% in healthcare settings²
 - No-shows have effect on routine health care, chronic health conditions, and preventable diseases
 - Prevalence of missed appointments high among low socioeconomic, minority ethnicities – increasing the gap in health disparities⁶
 - Increasing attendance to scheduled appointments using a text message is a simple and pervasive method⁵
- **Purpose:**
To determine if additional text message reminders compared to standardized phone call reminders alone improve attendance rates to scheduled appointments for adults aged 21 and older in a primary care setting



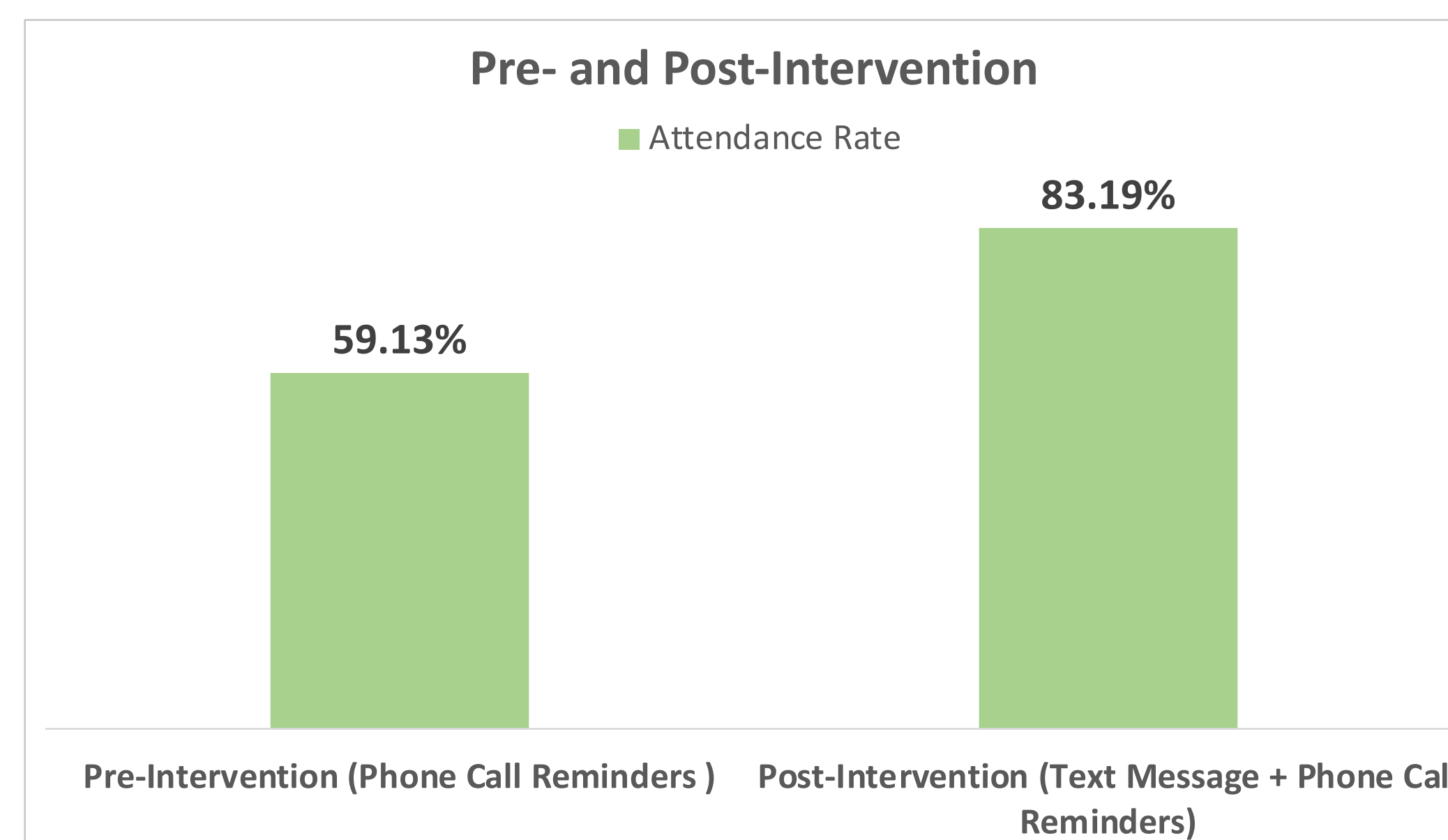
Methods

- **Setting:**
A community-based clinic that served underserved and underrepresented population of South Los Angeles, California
- **Sample:**
The majority of participants were Black/African-American and Hispanic/Latino with Medicaid insurance plans
- **Design/Measurement:**
Quality improvement (QI) project over two months using a pre- and post-intervention to measure the outcome

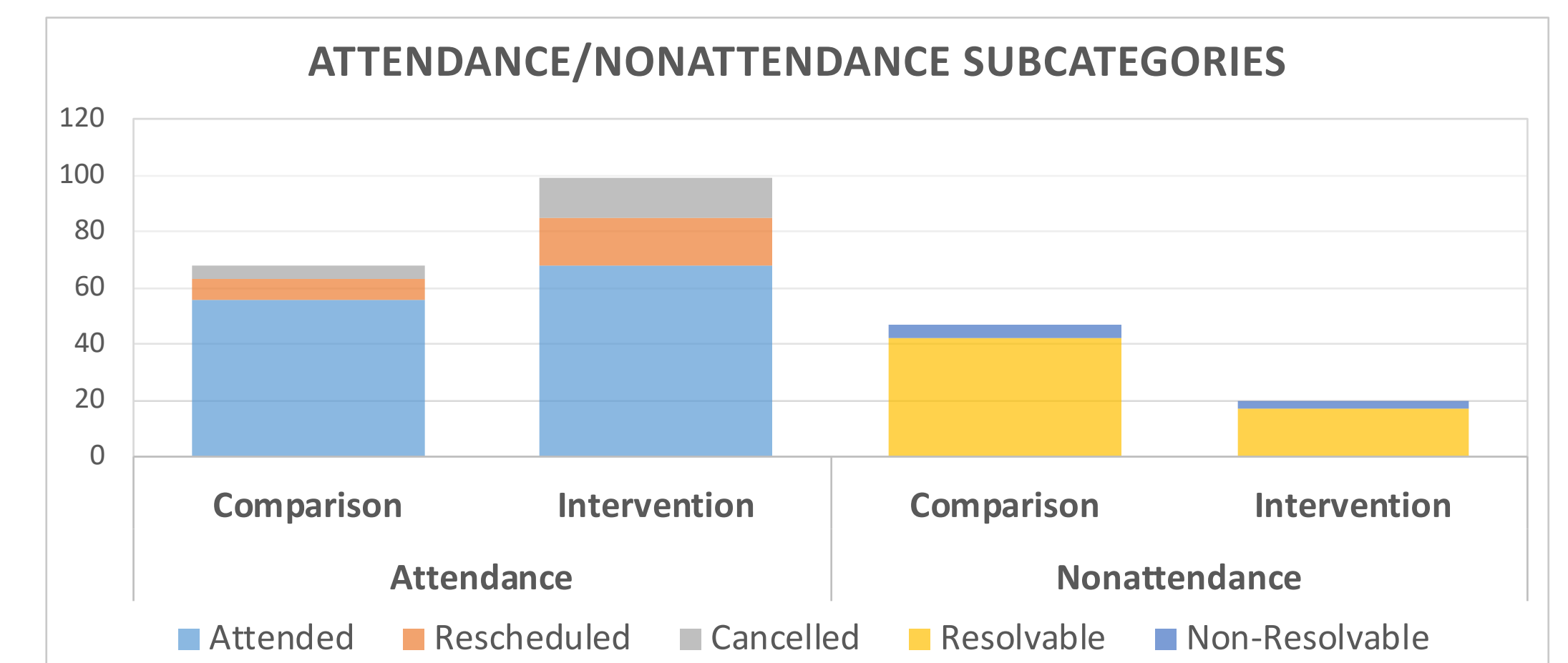
- **Comparison Group (N=115):**
A standardized phone call reminder (English/Spanish) 24 hours before appointment
- **Intervention Group (N=119):**
An automated text message reminder (English/Spanish) 72 hours before appointments in addition to standardized phone call reminder
- **Data Collection:** Electronic health record (EHR)
 - Attendance = Attendances, reschedules, or cancellations
 - Nonattendance = No-shows
 - Nonattendance subcategories:
 - Resolvable and unresolvable factors of nonattendance

Results and Conclusion

- **Outcome:**
 - An increase in attendance rate by >20% post-intervention.
 - Sample proportion (attendance) 0.59 for comparison group and 0.83 for intervention group with confidence interval (CI) of 95% and p -value <0.05.
 - Potential confounding variables are *Hispanic*, *Acute/Episodic*, and *Chronic* (p -value >0.05)



Subgroup	Sample proportion		Difference	95% CI for difference		p -value for $H_0: p_1=p_2$
	Control	Intervention		Low	High	
All	0.59	0.83	0.24	0.12	0.36	<0.01
Black	0.55	0.78	0.23	0.03	0.41	0.03
Hispanic	0.68	0.84	0.16	0.04	0.36	0.11
Other	0.54	1.00	0.36	0.11	0.80	0.02
Physical Exam	0.38	0.81	0.43	0.14	0.72	<0.01
Lab/ Follow-Up	0.66	0.95	0.29	0.07	0.51	<0.01
Acute/ Episodic	0.55	0.60	0.05	-0.47	0.58	1
Chronic	0.70	0.78	0.08	-0.12	0.29	0.5



- **Conclusion:**
 - Text message reminder combined with phone call reminder is a significantly effective intervention to increase adherence to scheduled appointments in an underserved population.
 - A larger sample size in different settings may increase generalizability and decrease potential confounding variables.
 - Investigate further into different barriers to decrease no-shows.

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Agnes Choi completed this study for the Doctor of Nursing Practice (DNP) program at UCLA School of Nursing. The UCLA faculty members and Total Care Medical Clinic provided support for this DNP scholarly project.

