



WHO DO NOT SHOW UP FOR AN APPOINTMENT?

Rate and predictors for non-attendance among patients in hospital outpatient treatment for chronic diseases: A register-based cohort study.

BACKGROUND

Failure to keep medical appointments results in inefficiencies and potentially poor outcome for the patient. The aim of this study is to describe non-attendance rate and to investigate predictors for non-attendances among patients in hospital outpatient treatment for chronic diseases.

METHODS

We conducted a historic, register-based cohort study based on data from Hospital Lillebaelt, Denmark and included patients aged 18 years or above who were registered as having an ongoing outpatient treatment course for chronic diseases (7 selected diseases) on July 1, 2013.

A total of 5,895 patients were included and information on their appointments was extracted in the period July 1, 2013 to June 30, 2015. The outcome measure was non-attendances. The association between non-attendances and covariates (age, gender, marital status, education level, occupational status, duration of outpatient treatment course, specific chronic disease and number of outpatient treatment courses) was investigated using multivariate logistic regression models including mixed effect.



RESULTS (PRELIMINARY)

5% of all appointments ended with non-attendance (4,393 of 82,989 appointments). The strongest risk factors for non-attendance were younger age (OR 4.3 for 18≤29 years compared with 80+ years), male gender (OR 1.3), unmarried status (OR 1.3), low educational level (OR 1.2 compared with higher education), unemployment (OR 1.5 compared with retirement), a short duration of outpatient treatment (OR 1.3 compared with minimum 1-year duration), few annual appointments (OR 1.4 for 1-4 appointments compared with over 20 appointments), appointments on Tuesdays (OR 1.3 compared with Friday appointments) and having chronic obstructive pulmonary diseases (OR 1.7 compared with osteoporosis).

CONCLUSIONS

Patients in hospital outpatient treatment for chronic diseases had a no-show rate of 5%. We found several other predictors for non-attendances.

To reduce non-attendance, initiatives could target these risk groups for non-attending.