



Improving Efficiency and Outcomes by Reducing ‘No-show’ Rates

Business Challenge

The hospital was experiencing a high rate of ‘no-shows’ at their satellite clinic locations with about one out of every seven appointments resulting in a ‘no-show.’ By the hospital’s estimates, every percentage point reduction in ‘no-shows’ would translate into \$1.2 million in direct bottom-line impact.

Analytics Challenge

UnisLink was engaged to create a predictive model that would determine the likelihood of ‘no-shows’ by analyzing multiple data fields taken from the hospital’s scheduling and financial systems.

Approach

The UnisLink analytics team followed a carefully planned, 6-step methodology:

- 1) Aggregate and cleanse raw data
- 2) Load data files into database, join files and create modeling, and hold-out samples
- 3) Profile data for relevancy and eliminate variables most often missing from data records
- 4) Conduct a correlation analysis to identify strong candidates for modeling and develop weight of evidence scores
- 5) Develop the model using multiple iterations
- 6) Validate the model by dividing the modeling and hold-out samples into 20 deciles each



Client Profile

- Large, multi-specialty regional hospital 62
- satellite clinic locations

Every percentage point reduction in ‘no-shows’ would translate into \$1.2 million in direct impact to the hospital’s bottom line.

GET IN TOUCH

21410 N 19th Avenue
Suite 151
Phoenix, AZ 85027

602 308 3619
info@unislink.com

www.unislink.com



Model Results

The resulting model demonstrated stellar performance in differentiating 'no-show' profiles from other patient data profiles. In total, 21 variables were identified as candidate variables from which a short-list of 5 modeling variables were identified as having the highest degree of power in predicting the likelihood of a 'no-show.'

Business Outcomes

The hospital is in the process of rolling out the predictive model into their production workflow. Anticipated outcomes include:

- Improved efficiency and utilization
- Reduced waste
- Improved provider satisfaction
- Improved patient compliance and health outcomes

Complimentary Discovery Session

Contact us today for a complimentary, 'no-strings-attached' 2-hour discovery session to learn how expert analytics could have a dramatic impact to your healthcare organization's outcomes and financial performance.

Request a Demo of Our Analytics Solutions Today



Contact us at 602-308-3619, or info@unislink.com

GET IN TOUCH

21410 N 19th Avenue
Suite 151
Phoenix, AZ 85027

602 308 3619
info@unislink.com

www.unislink.com