

Missed Appointments

Characteristics and determinants of families missing appointments at a pediatric rehabilitation centre and improving their access to care

Project Summary

Centre for Leadership in Child Development

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Holland Bloorview

Kids Rehabilitation Hospital

Bloorview
RESEARCH INSTITUTE

SHARING OUR WORK

- Key findings infographic
- Presentation of findings with clinicians, families, and leaders in the at Holland Bloorview
- Presentations at:
 - Bloorview Research Institute Symposium
 - OACRS conference
- Knowledge exchange with hospital leaders about family recommendations for improvements

WHAT WAS THIS STUDY ABOUT?

Missed health care appointments have a significant impact on families and health services. Approximately 15% of annual ambulatory care appointments are missed; the majority (74%) of which are 'no-show' or no notification events. In this study, we aimed to gain insight from parents about their reasons and experiences in missing appointments at Holland Bloorview (HB).

WHAT DID WE DO?

- Reviewed the literature and identified a lack of research on the reasons for missed appointments in childhood disability ambulatory care services
- Interviewed 15 parents who missed appointments in the neuromotor ambulatory care services at HB.
- Parents shared: (i) their experiences, (ii) what made it difficult for them to attend appointments, and (iii) made suggestions on how to improve engagement and access to care and services.

IMPACT FOR CLIENTS, FAMILIES AND CLINICAL PRACTICE

Understanding parents' experiences, their reasons and the barriers they experience in attending appointments will help us to partner in improving client and family engagement and care experiences. We anticipate that service providers will use the study findings and incorporate parent suggestions to improve access, clinical practices and ambulatory care service design and delivery.

WHAT DID WE LEARN?

- Parents described four key themes that illustrated challenges to appointment keeping:
 - **Transportation & Travel Difficulties** (traffic, winter hazards/cold weather and risks to personal safety and to fragile child, costs of parking, gas and bus tickets, challenges with public transit and Wheel Trans, time burden, stress, physical/emotional distress for child)
 - **Health & Wellbeing** (child's acute illness, child's complex/multiple diagnosis, parent/family member's acute illness, social determinants of health, caregiver burden and emotional wellbeing, low levels of support)
 - **Competing Priorities** (child's school/extra-curriculars, child's multiple appointments, parents' work, needs of siblings/whole family)
 - **Scheduling & Service Delivery Experience** (inconvenient booking times, scheduling and rescheduling challenges, value & expectation and parent/child/provider relationships)

NEXT STEPS

- Provide insights to engage of families who are difficult to reach
- Share family recommendations: e.g., scheduling reminders, on-line self-scheduling, extended hours, remote technology and transportation services
- Find ways to improve the visit experience and scheduling ease

TO LEARN MORE ABOUT THIS STUDY, PLEASE CONTACT:

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WHO ARE WE?

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