Class of 2026 | **AHA Next Generation Leaders Fellow**



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Situation Analysis

No-show rates for outpatient clinic appointments across Bristol Health averaged almost 8%, resulting in unused clinical capacity, increased wait times for other patients, lost revenue and reduced care continuity. Root causes identified included lack of patient reminders, transportation barriers, patient forgetfulness and scheduling friction.

Project Goals

- Reduce systemwide outpatient no-show rate.
- Improve patient appointment adherence through proactive outreach and reminder optimization.
- Enhance patient experience and care continuity through reliable scheduling.
- Establish a data-driven monitoring framework for ongoing tracking of appointment adherence by department.

Actions Taken

- Implemented automated, multichannel appointment reminder system — via text, phone and email.
- Launched patient transportation assistance program in partnership with local rideshare and transit providers.
- Introduced same-day scheduling slots to capture patients who cancel or don't show at short notice.
- Identified and relocated clinical practices to more accessible care sites with specialist and primary care practices within the same building.

Positive Outcomes

- 19 service locations had lower no-show rates; 24 service locations had lower late cancellation rates.
- 60% of service lines at new Collins Road Medical Care Center had lower no-show rates; 80% of services at the medical care center had lower late cancellation rates.
- Average no-show rate across Bristol Health outpatient clinics decreased to 4.8%.

For detailed information, visit:
www.aha.org/center/next-generation-leaders-fellowship

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