

Missed Visits in Home Health Care

H3IT

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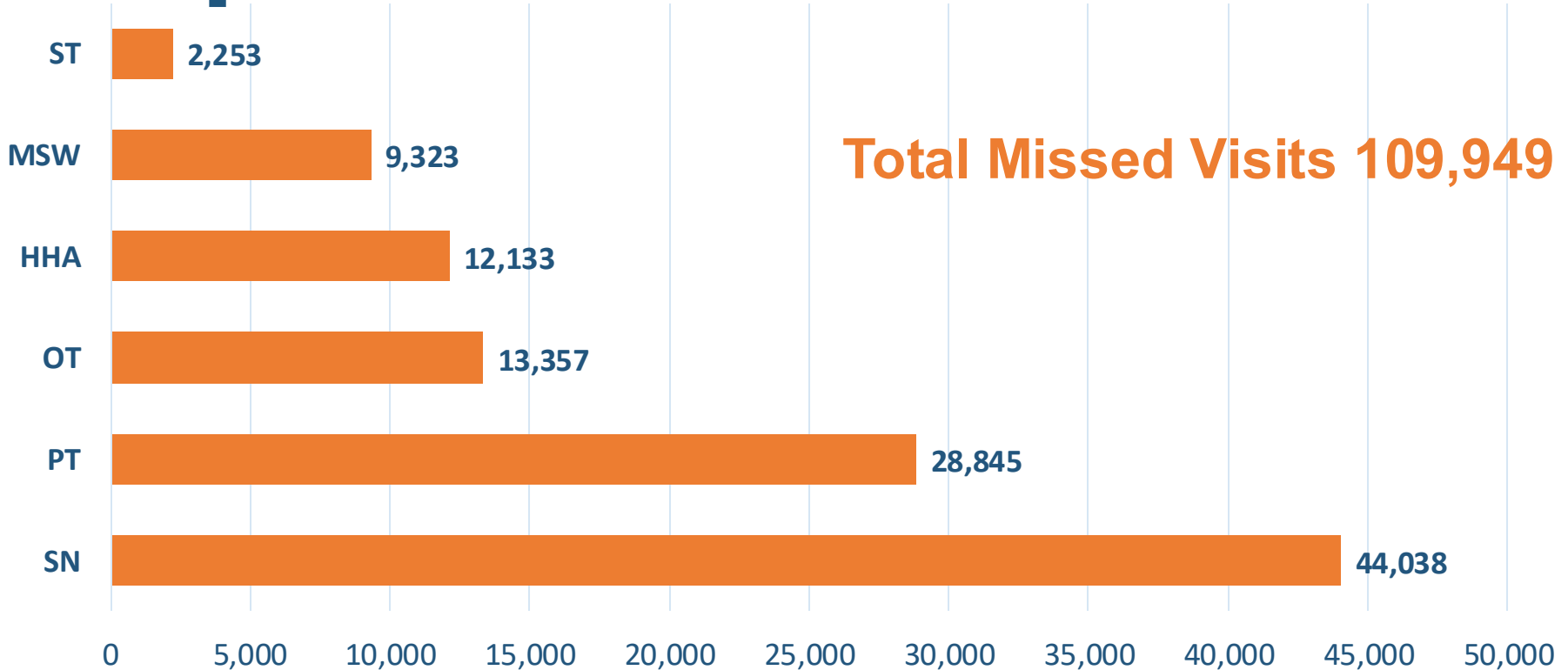


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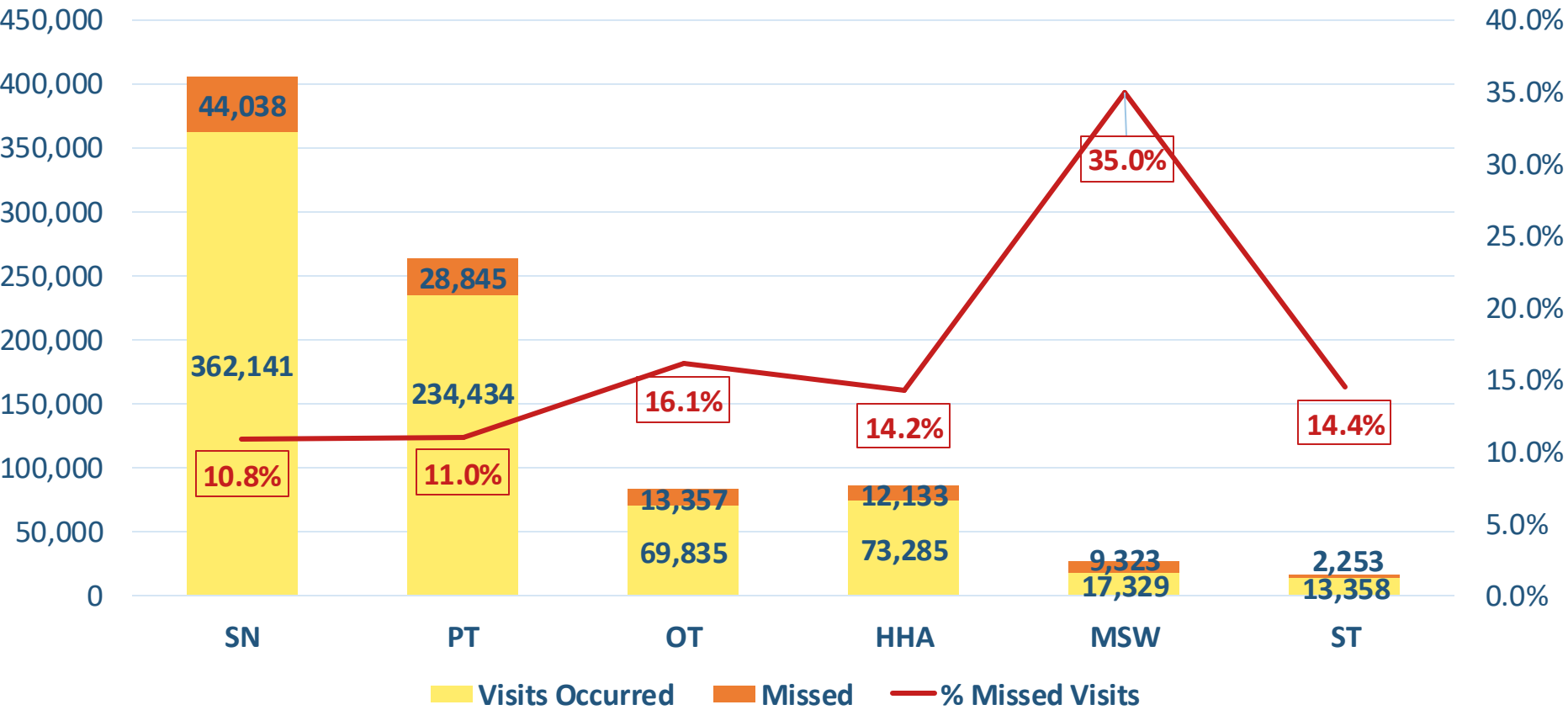
DATA: Missed Visits Recorded in EMR

1/1/2024 - 6/30/2025

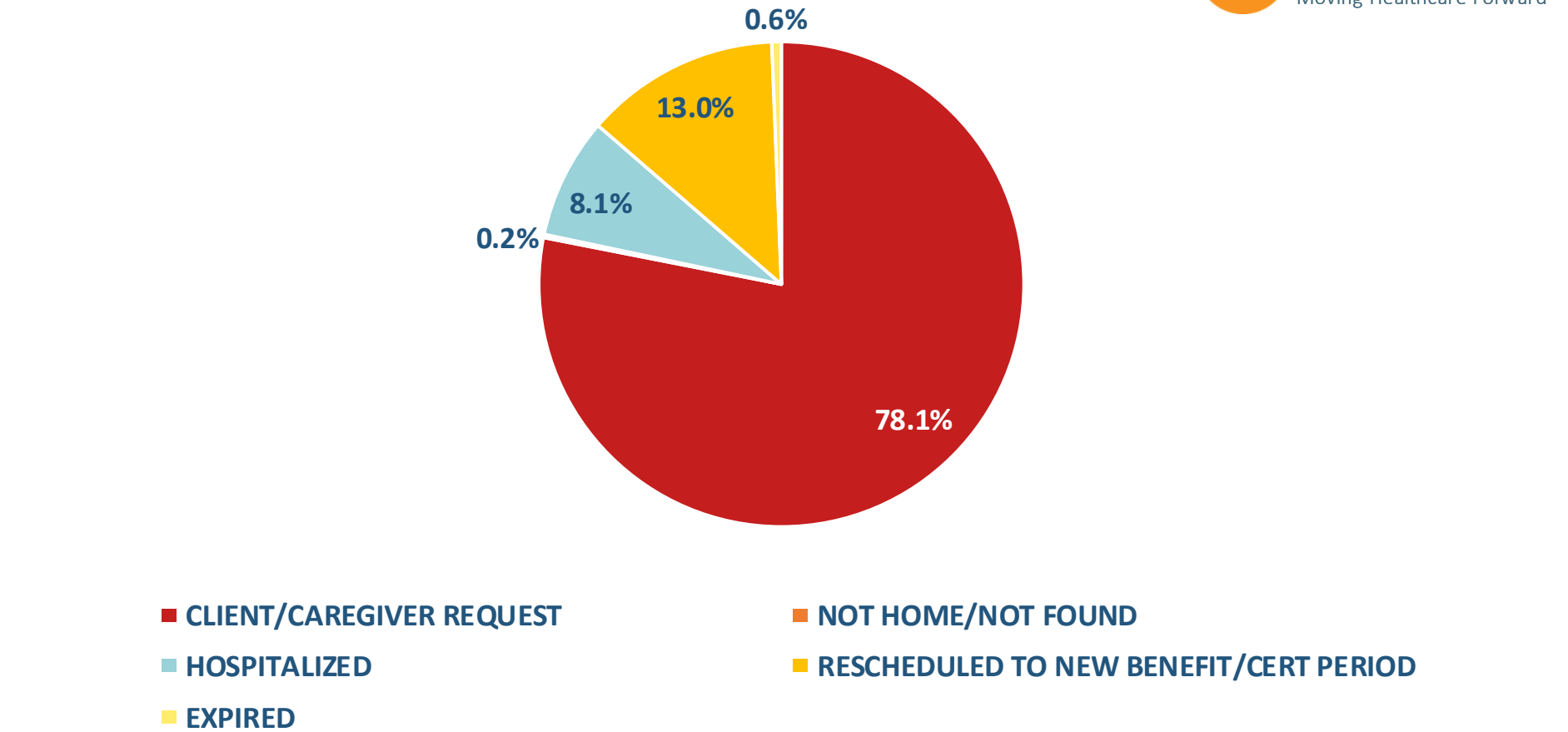
Missed Visits By Discipline



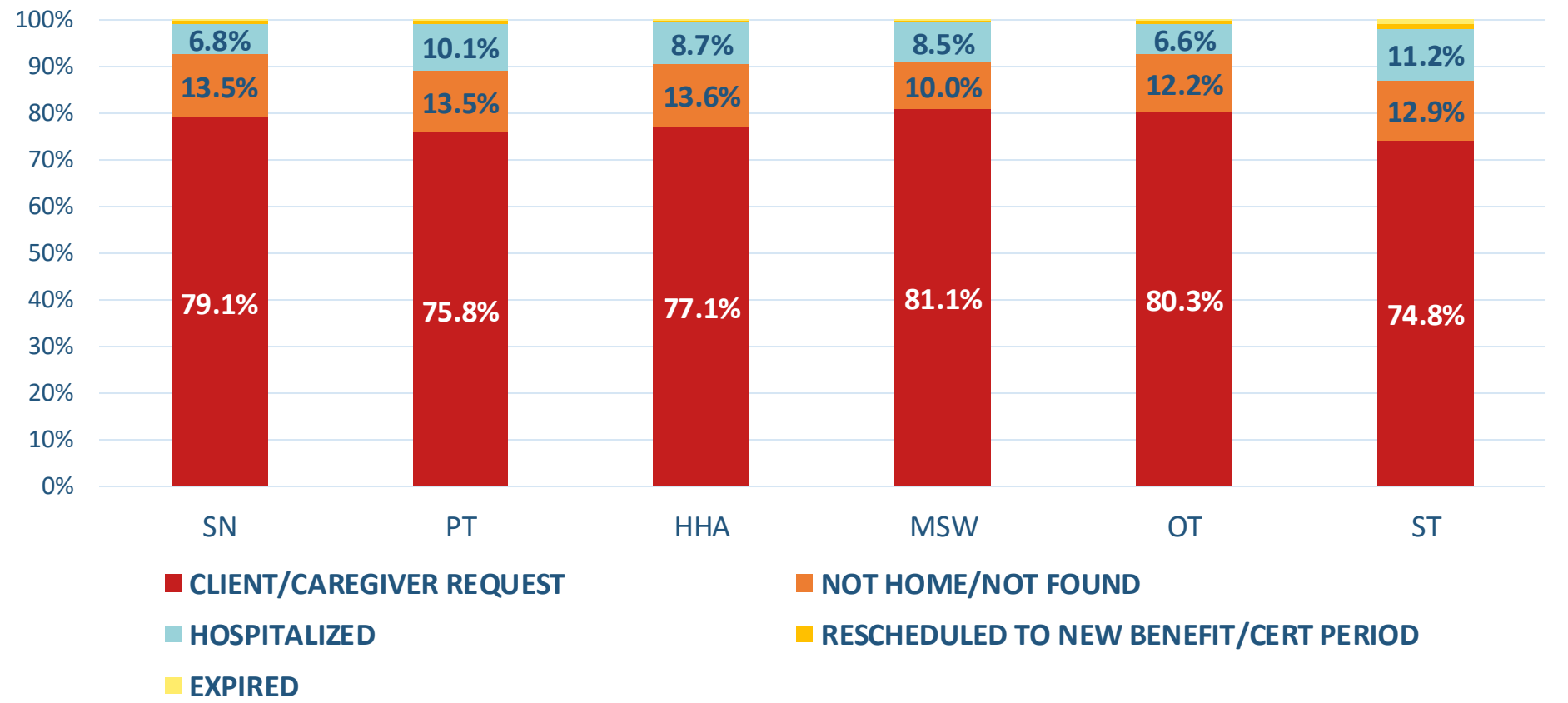
Missed Visits as a % of All Scheduled Visits By Discipline



Reason for Missed Visits

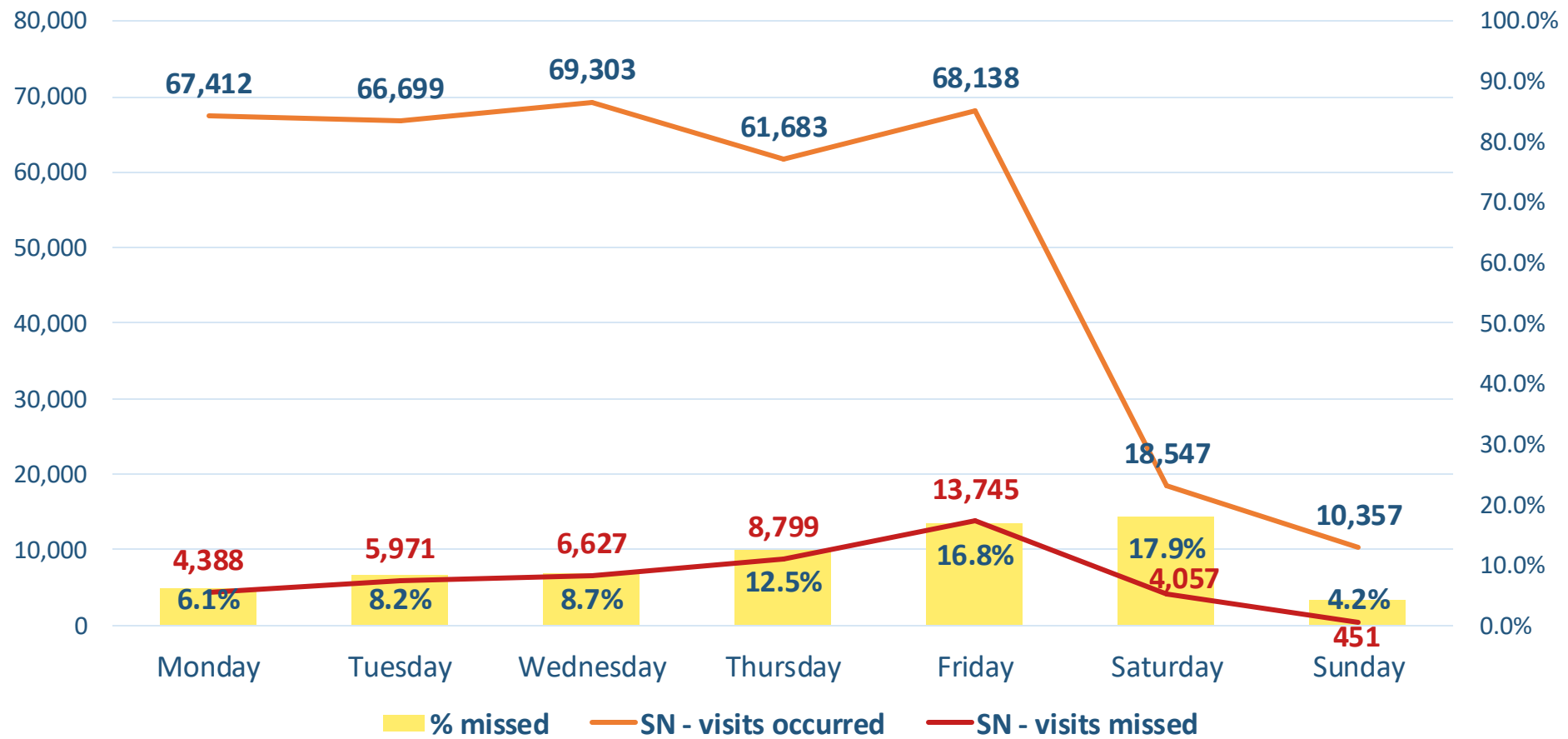


Reason for Missed Visits By Discipline

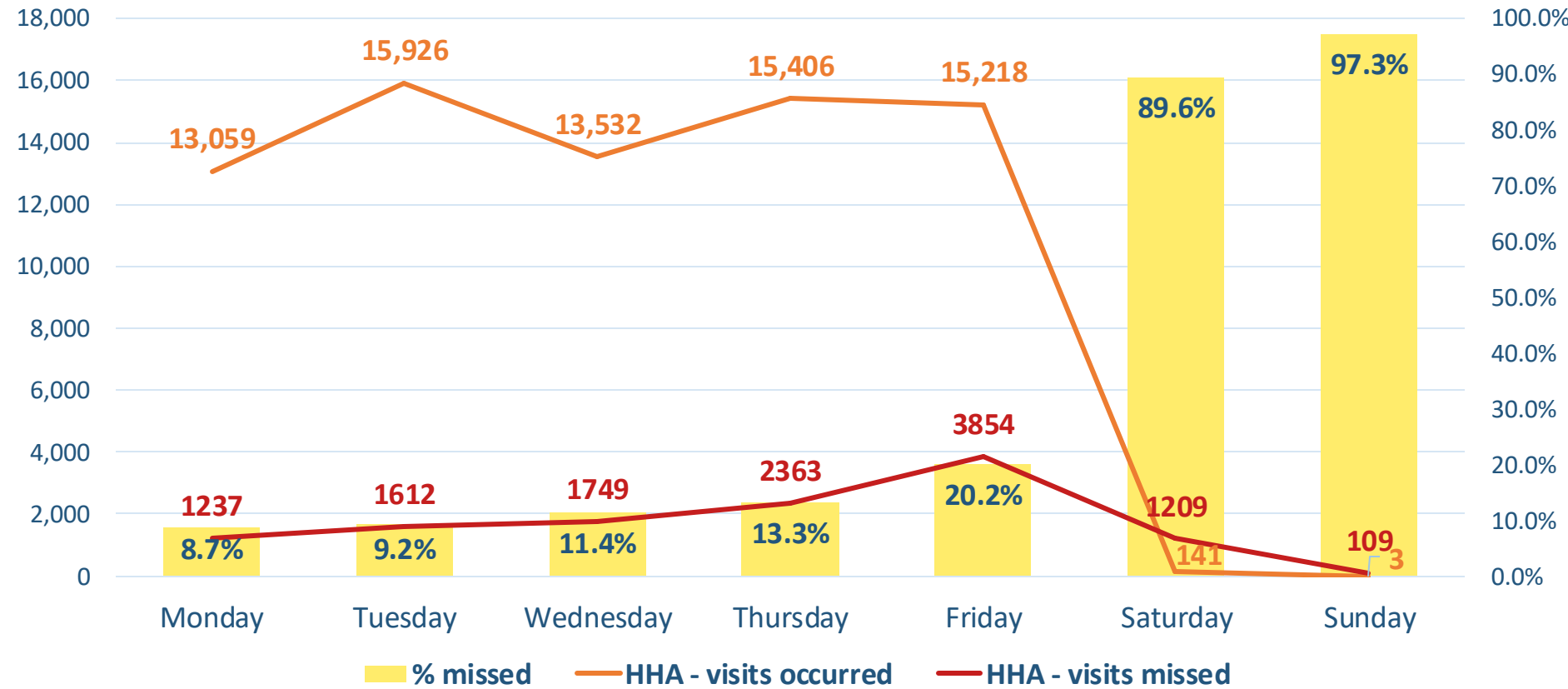


From a Staffing/Organizational Perspective

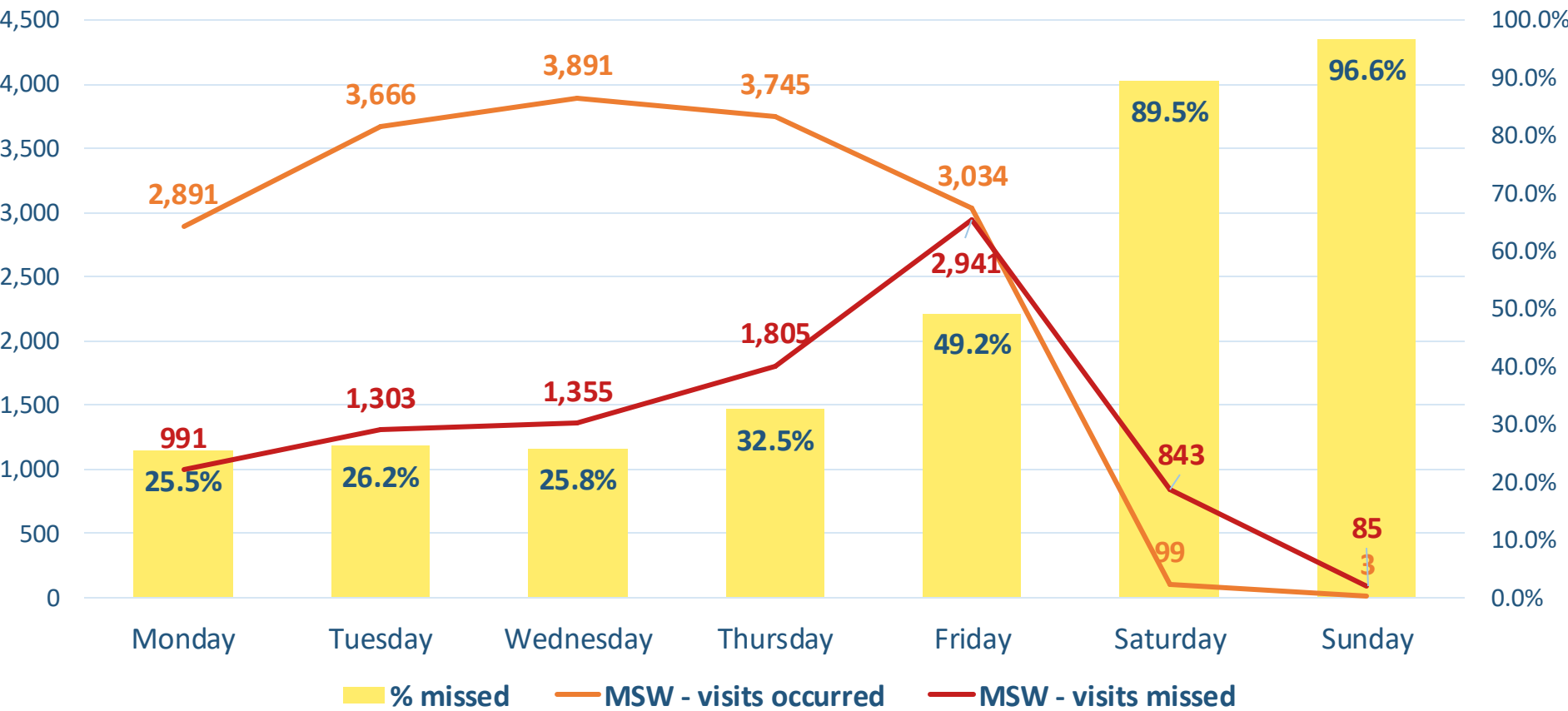
Visits By Day of Week - SN



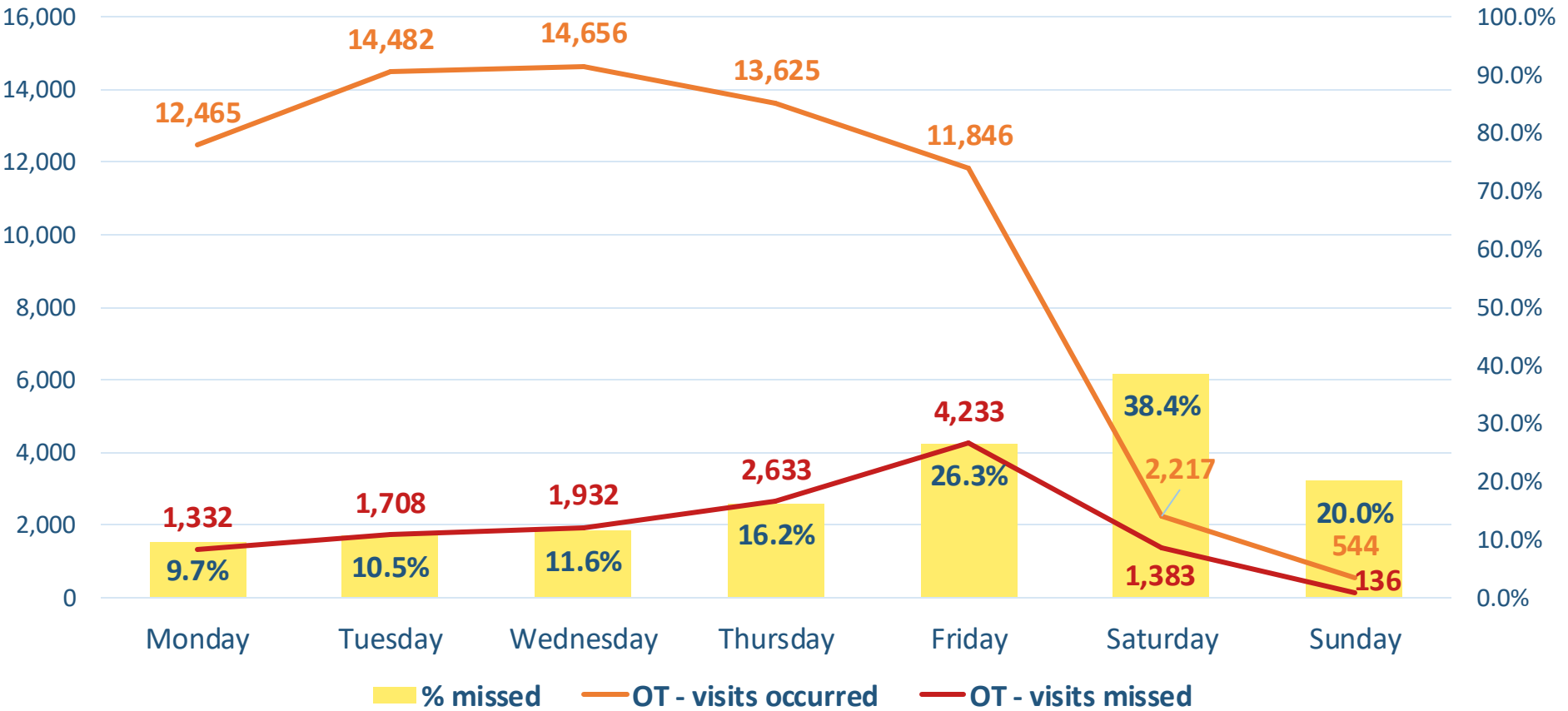
Visits By Day of Week – HHA



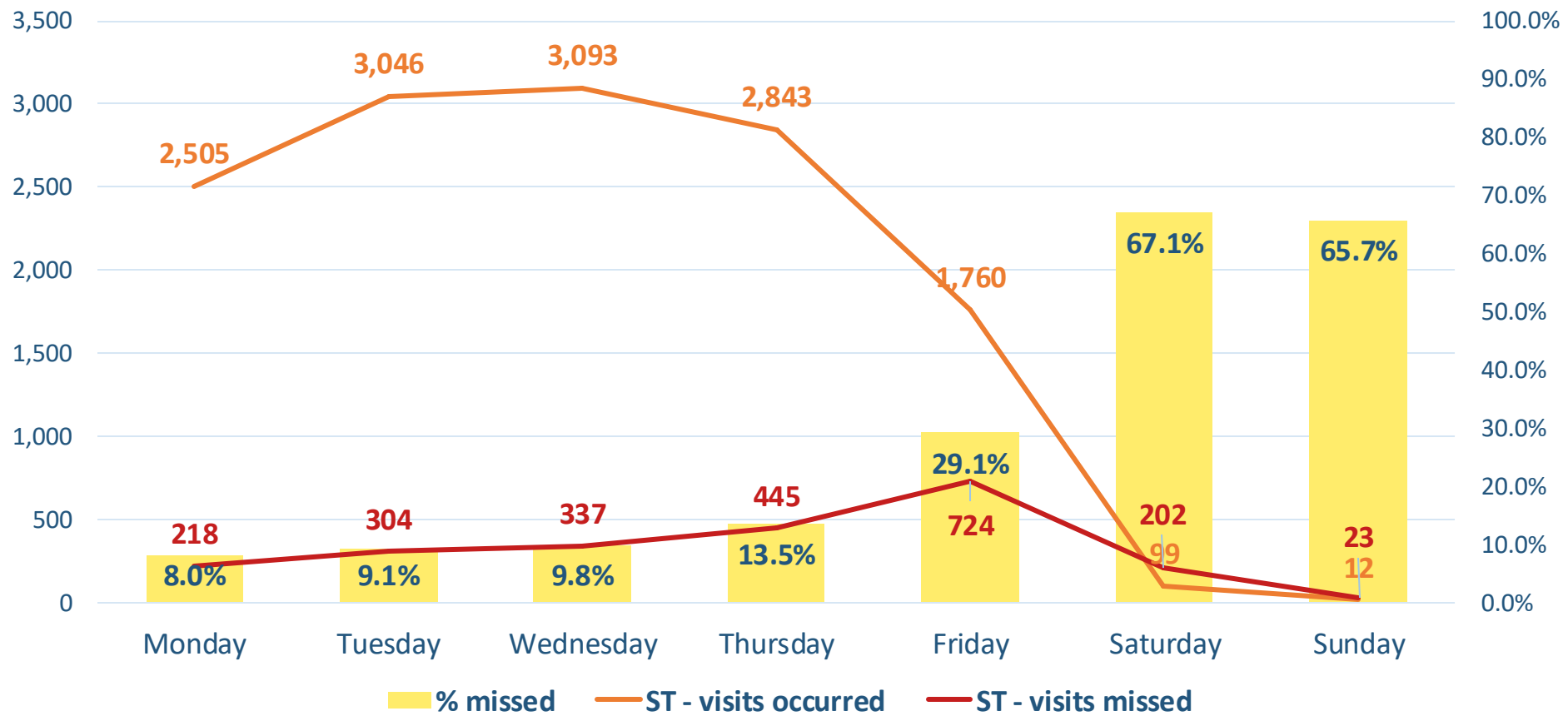
Visits By Day of Week – MSW



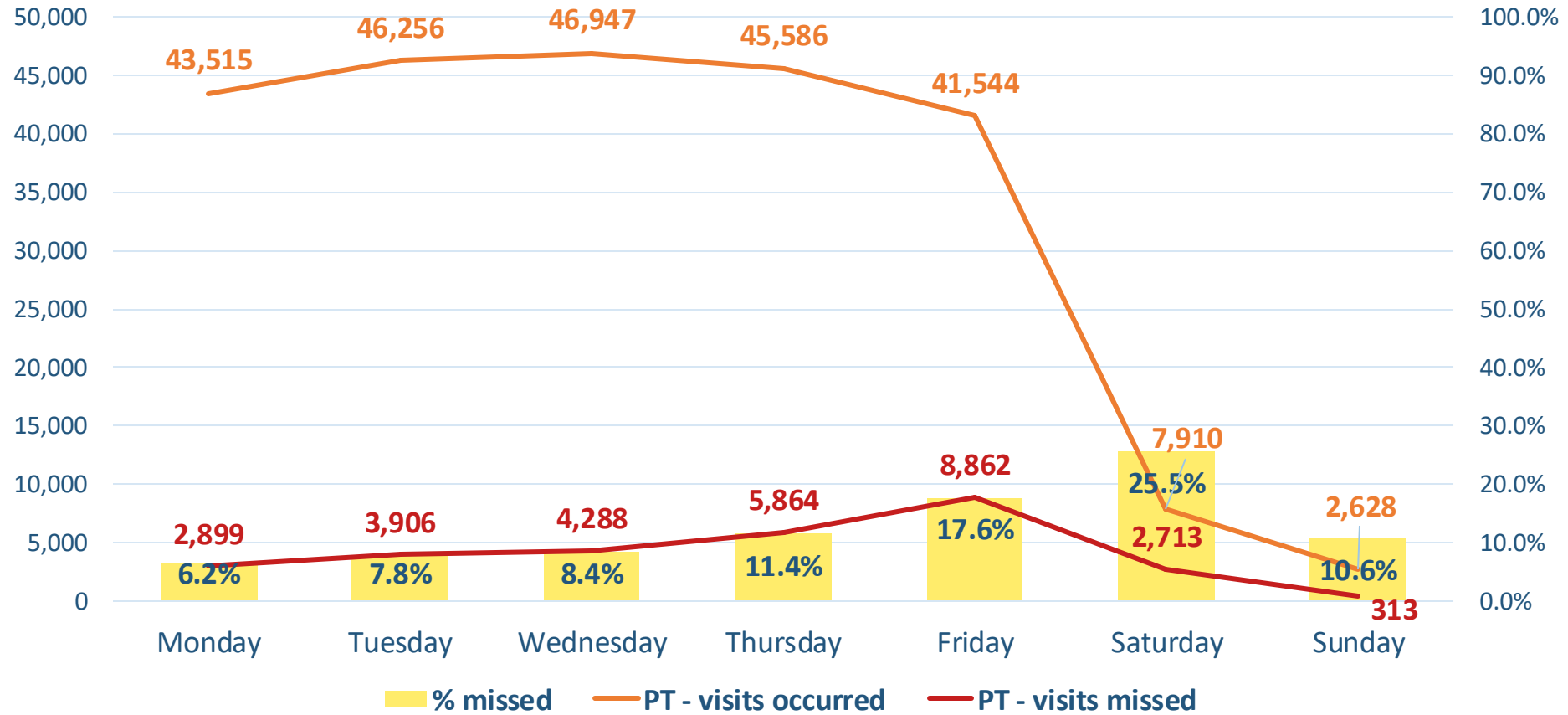
Visits By Day of Week - OT



Visits By Day of Week – ST



Visits By Day of Week – PT

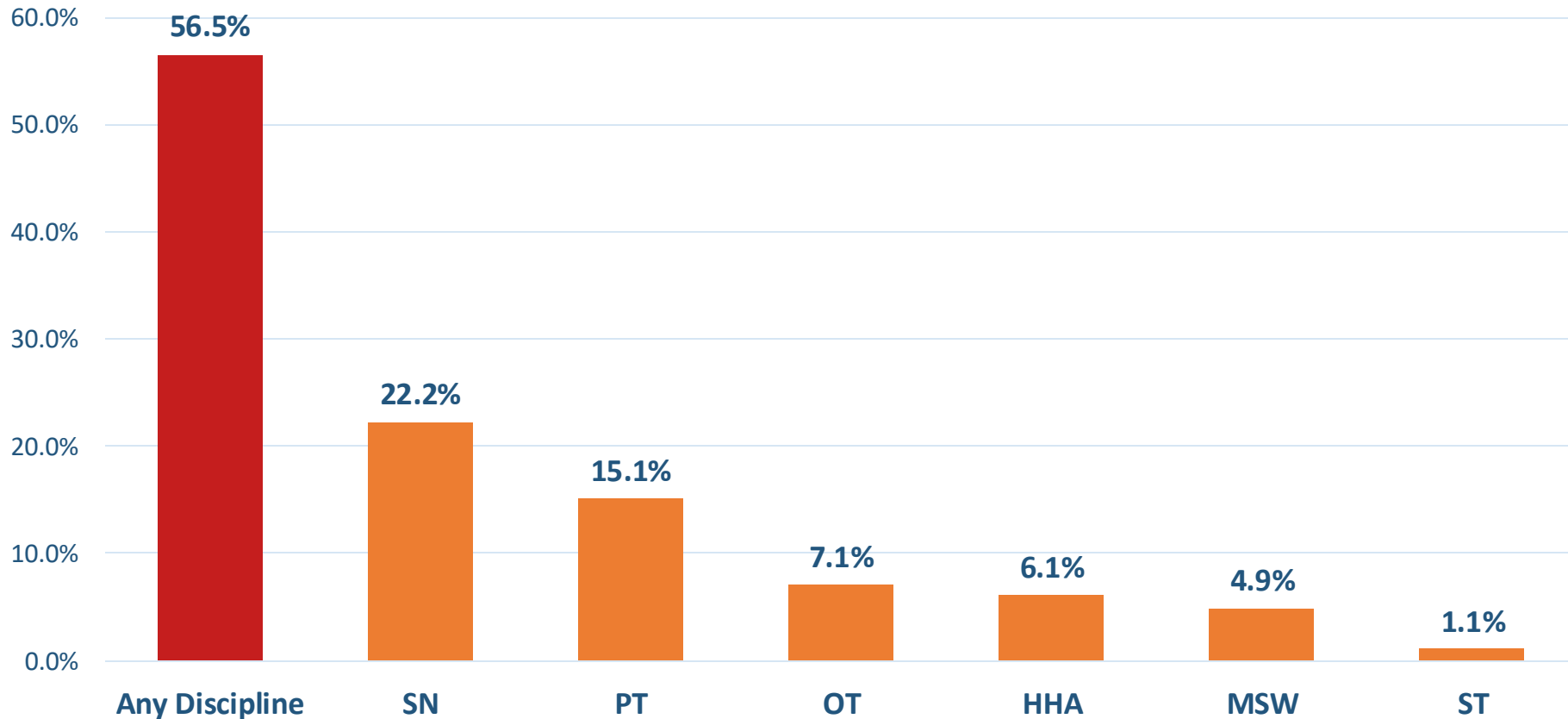


Prevalence of Missed Visits in Patient Population

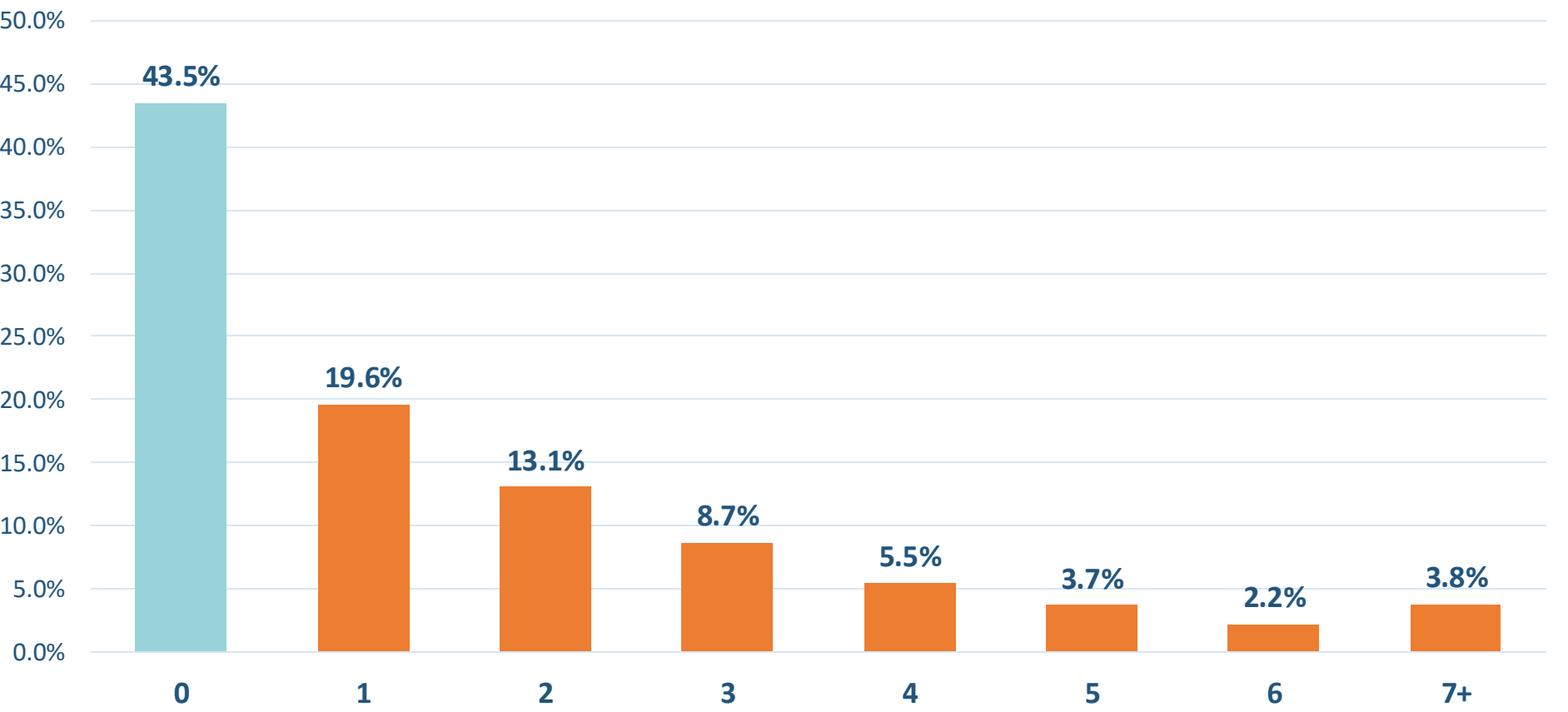
Limited to:

- ✓ HHC patients whose care started in 2024
- ✓ Had a length of care less than 60 days (single episode)
- ✓ Were discharged

Proportion of Patients with Missed Visits by Discipline



Number of Missed Visits



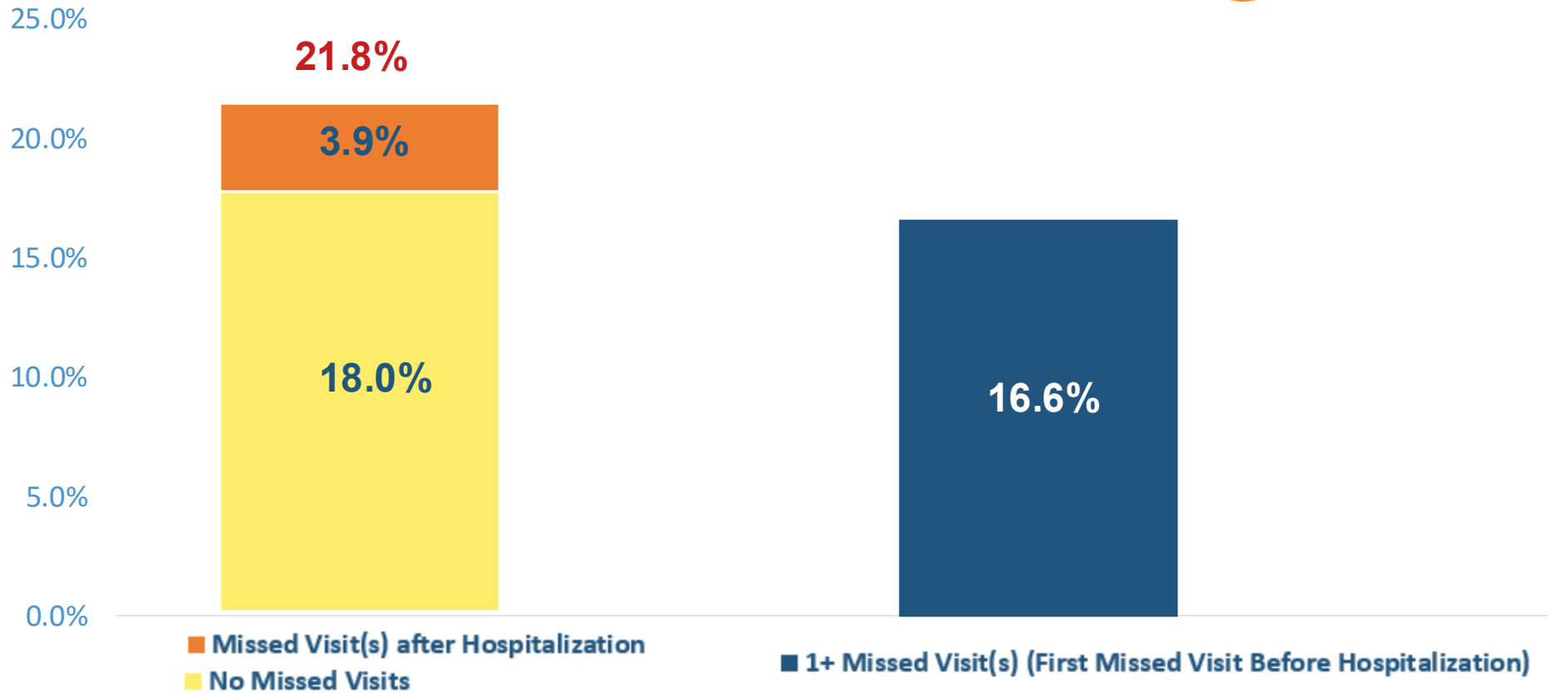


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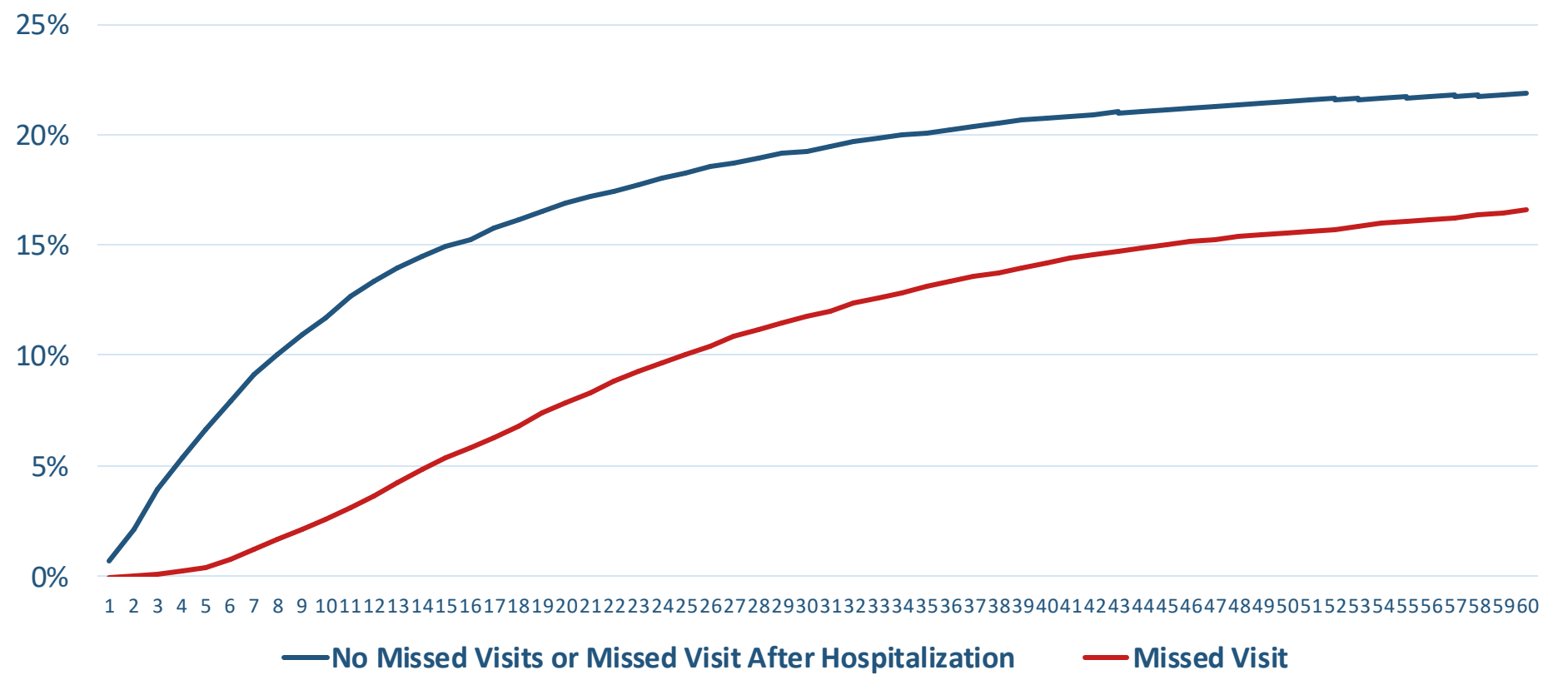
Are Missed Visits Associated with Poorer Patient Outcomes?

Hospitalization

% With Hospitalization



Hospitalization Through Time By Missed Visit Status



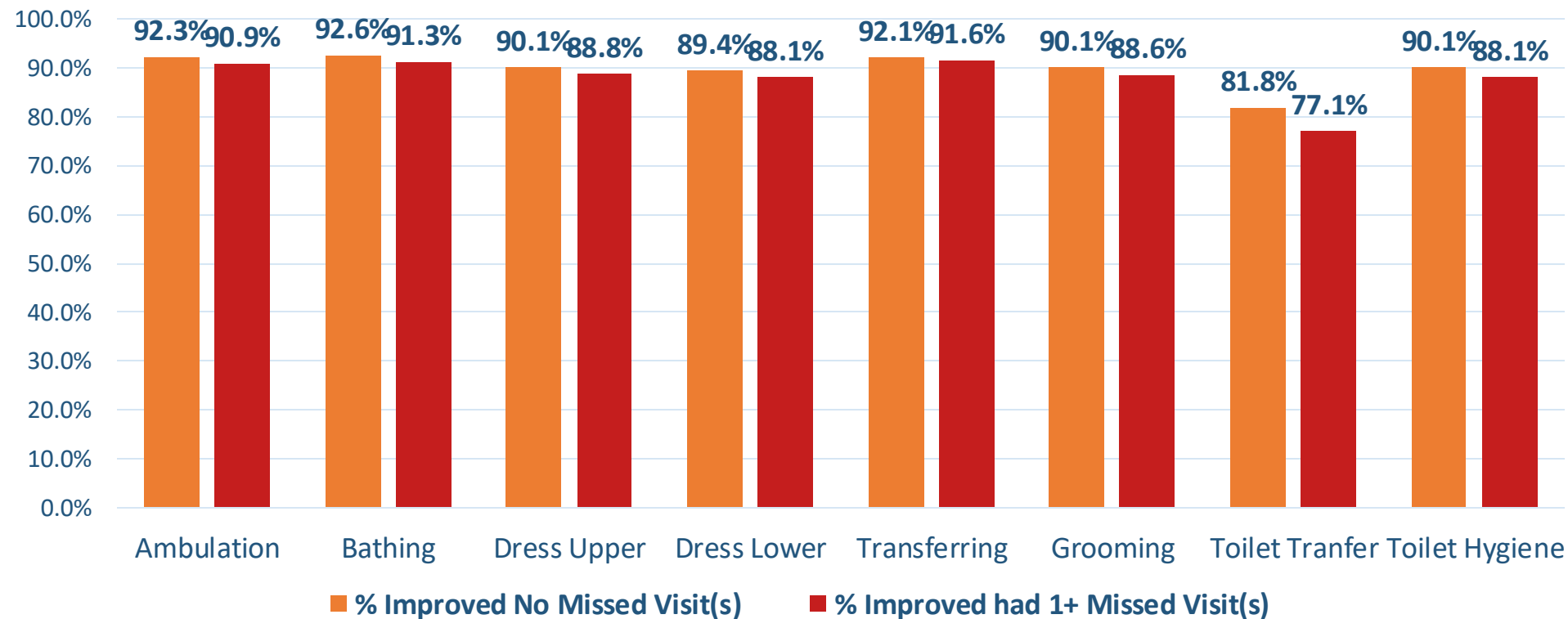
ADLs

Improvement from SOC to Discharge

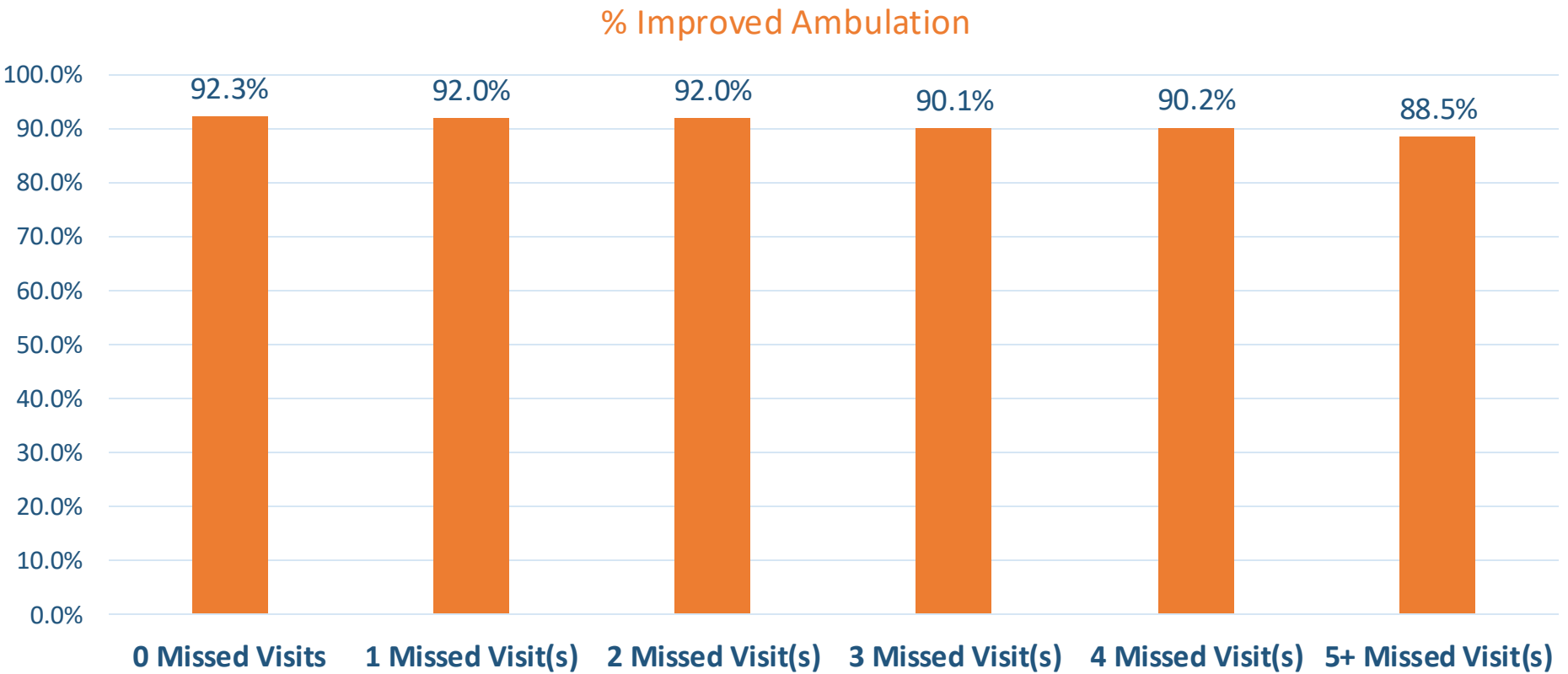
- Exclude Patients fully independent at SOC
- Exclude Patients with no Discharge rating
(TIF to inpatient facility (07) – discharged from HHC agency)

Relationship Between Missed Visit(s) and Change in ADL (SOC to Discharge)

All Significant $p < .001$
except Transferring (n.s.)



Relationship Between Number of Missed Visits and Improvement in Ambulation



Why Missed Visits Are An Important KPI



- For all disciplines but SN and HHA, a Greater Missed Visit Rate on Friday is Associated with Lower Productivity
- Missed Visits are Associated with a Lower Likelihood of Improving ADLs from SOC to Discharge

More To Explore

- Why are patients/caregivers requesting the visit doesn't occur?
 - Do not feel well
 - Caregiver cannot be present
 - Did not sleep well
 - Does not like time of visit
 - Clinician requesting change and caregiver/patient agreeing
- Examine how Missed Visits Impact Patient Experience
- Examine how Missed Visits on LUPA rate

Role of Technology in Reducing Missed Visits



- Quicker communication when patient is hospitalized (and removing visits from clinician calendars)
- Use of texting evening before
- Use of texting when on the way
- Use of telehealth if a visit is being declined
- Communication between disciplines