

# Missed Visits in Hospice

## H3IT

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Moving Healthcare Forward



# Importance of Missed Visits

- ✓ Operational efficiency
- ✓ Staff productivity
- ✓ Staff satisfaction
- ✓ Impact on patient outcomes
- ✓ Patient Experience
- ✓ Payment in Value-Based Purchasing

Google Scholar

"missed visits" in hospice care



Articles

About 273 results (0.08 sec)

Any time

Since 2025

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[HTML] Missed opportunities of integration of palliative **care**: frequency, causes, and profile of **missed visits** in an oncologic palliative **care** outpatient unit

[CE Paiva, FLG de Freitas...](#) - Journal of pain and ..., 2020 - Elsevier

... Traditionally, patients with cancer were referred to palliative **care** (PC) only at late stages of treatment, often after discontinuation of antineoplastic treatment, transition to **hospices**, and ...

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Improving Compliance in **Missed Visits** Documentation

[MR Felix](#) - 2024 - repository.usfca.edu

... The following interventions will be implemented to increase documentation compliance for **missed visits** by **hospice** staff: staff training, standardization of new communication smart ...

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Barriers associated with missed palliative **care** telehealth visits

[RV Samala, P Farah, W Wei...](#) - ... Journal of Hospice ..., 2024 - journals.sagepub.com

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## Articles

12 results (0.07 sec)

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### Missed Visits in Pediatric Home Health Therapy Services

[B Reader](#), K Riebe, K Schilling, J Patel... - Home Healthcare ..., 2025 - journals.lww.com

... home **care** therapy services have not previously been described. Understanding barriers to home **care** ... and reasons for **missed visits** among CMC receiving home **care** therapy services. ...

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### Policy Project Optimizing Post-Discharge Process: Creating a Policy for Improved Efficiency

[DS Parkinson](#) - 2025 - arch.astate.edu

... for PDVs and assessments to reduce **missed visits**. Specific goals include increasing PDV ... who explicitly decline follow-up **care** and those under **hospice care**. Patients with cognitive ...

☆ Save [Cite](#) Related articles [↗](#)

### [PDF] Assessment of Time in Therapeutic Range (TTR) in a Primary **Care** Warfarin Clinic

# Prior Research

- Limited published literature on missed visits (e.g. specific samples, or limited to telehealth, or focused on documentation)
- Few studies focus on operational issues that lead to missed visits (e.g. Staffing)
- No guidance for an organization trying to understand what impacts missed visits, in hopes of implementing strategies to reduce missed visits.

## (1) EMR data to examine missed visit by:

- ☐ Discipline
- ☐ Day of week
- ☐ Reason for missed visit, and
- ☐ Timing of missed visit within the Episode of Care

## (2) Free Text Responses:

- ☐ Why Visits were Missed

# Missed Visit Report from EMR



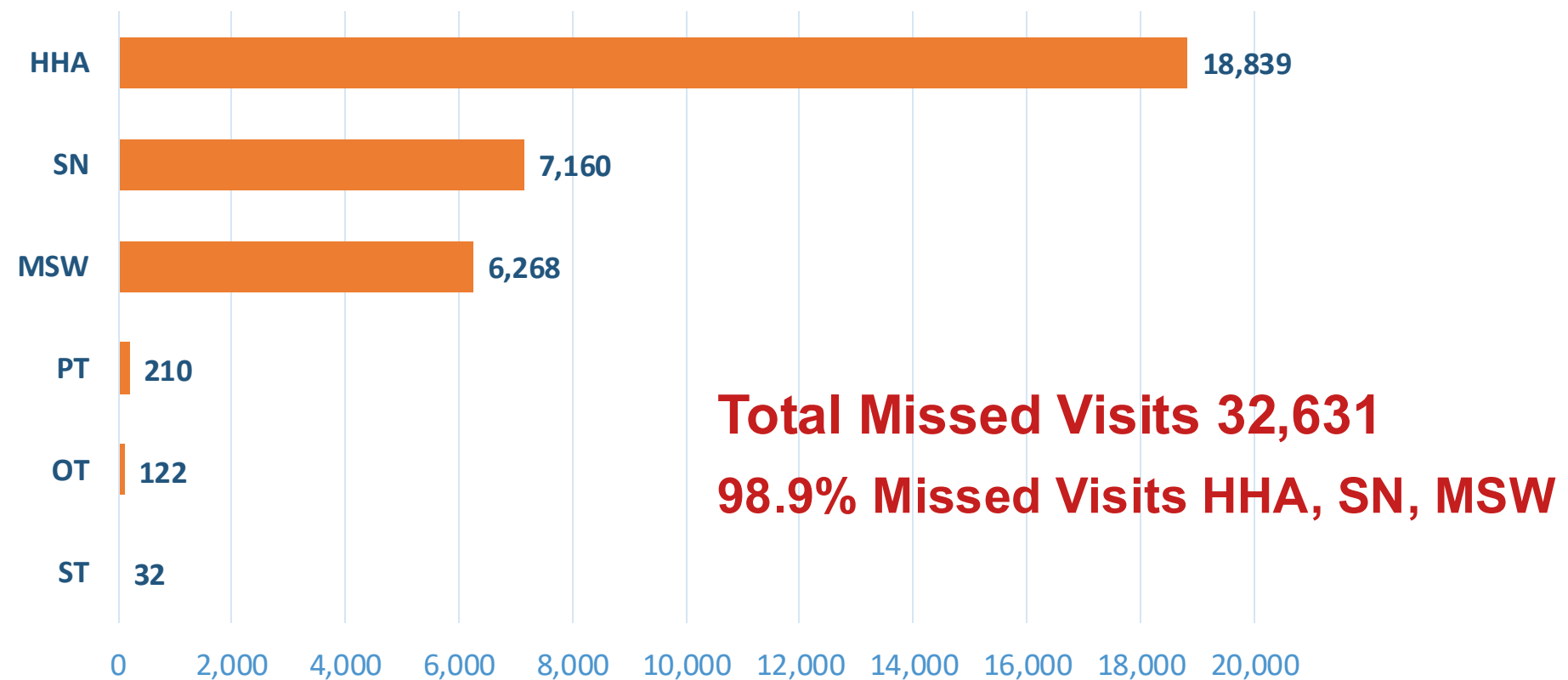
Important for Patient Experience/Patient Outcomes

## Reasons for Missed Visits:

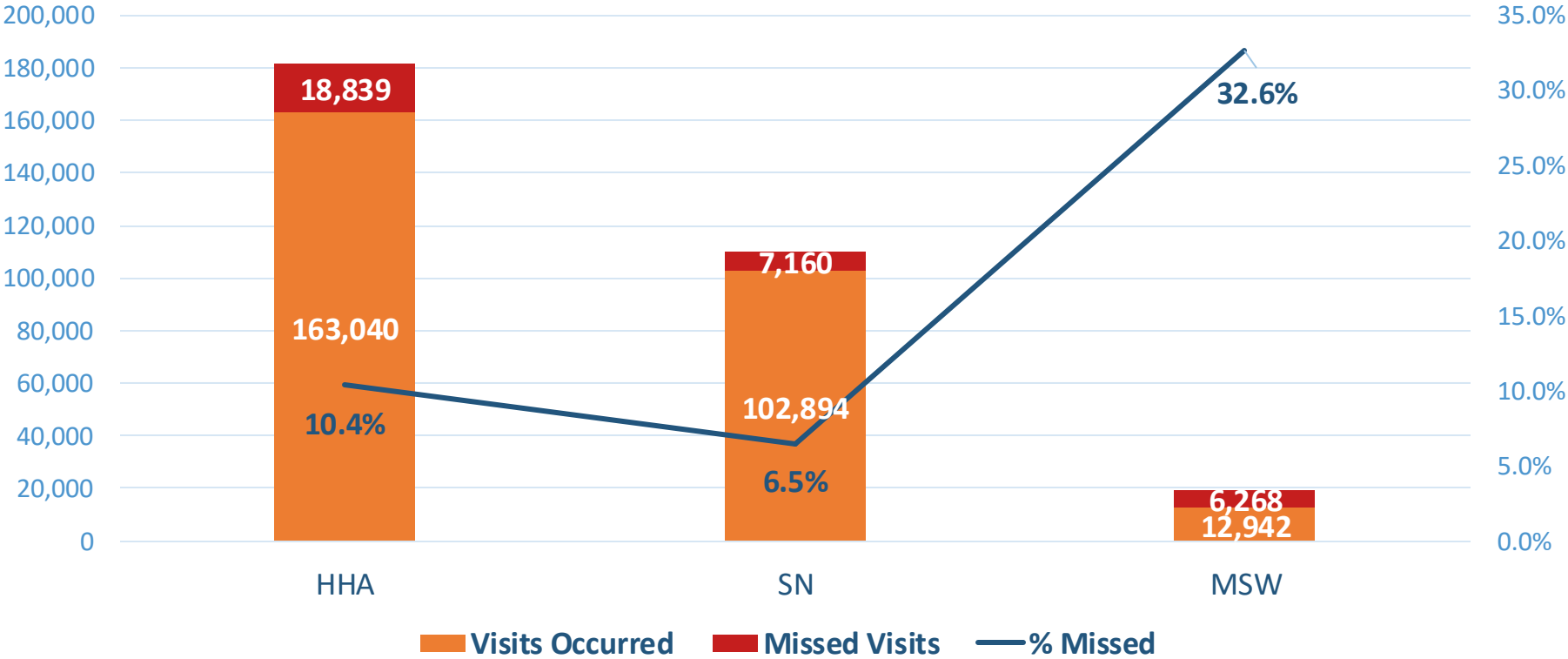
- Client/Caregiver Request
- ~~• Hospitalized~~
- ~~• Expired~~
- Not Home/Not Found
- Reschedule to a New Benefit/Cert Period

# Missed Visits 1/1/2024 – 6/30/2025

## By Discipline

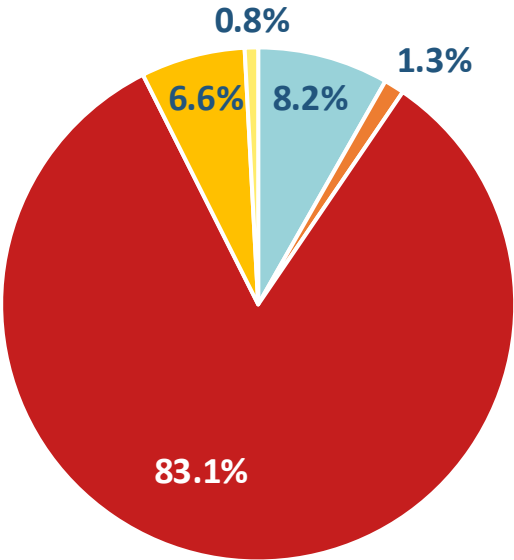


# Missed Visits as a % of All Scheduled Visits By Discipline



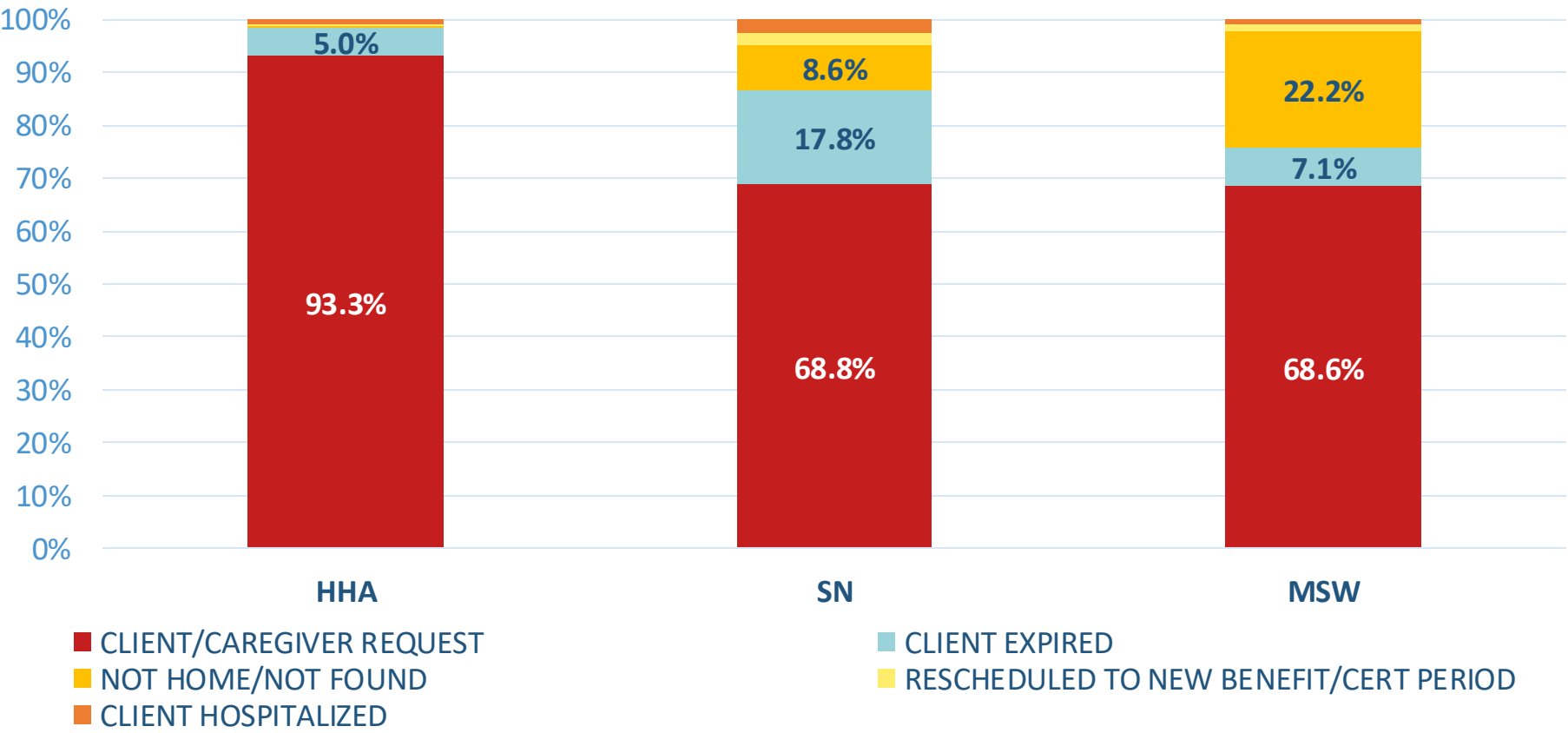
# Reason for Missed Visits

SN, HHA, and MSW only



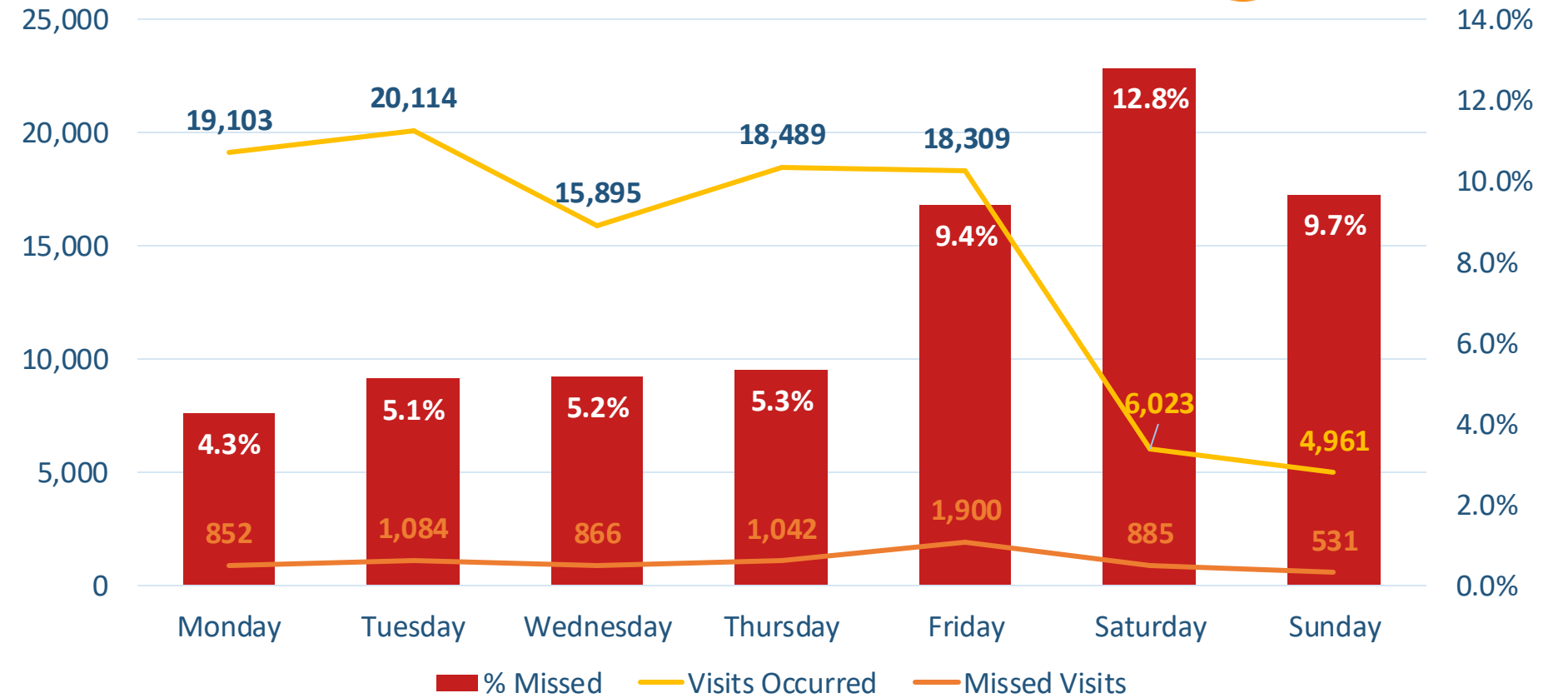
- CLIENT EXPIRED
- CLIENT HOSPITALIZED
- CLIENT/CAREGIVER REQUEST
- NOT HOME/NOT FOUND
- RESCHEDULED TO NEW BENEFIT/CERT PERIOD

# Reason for Missed Visits By Discipline

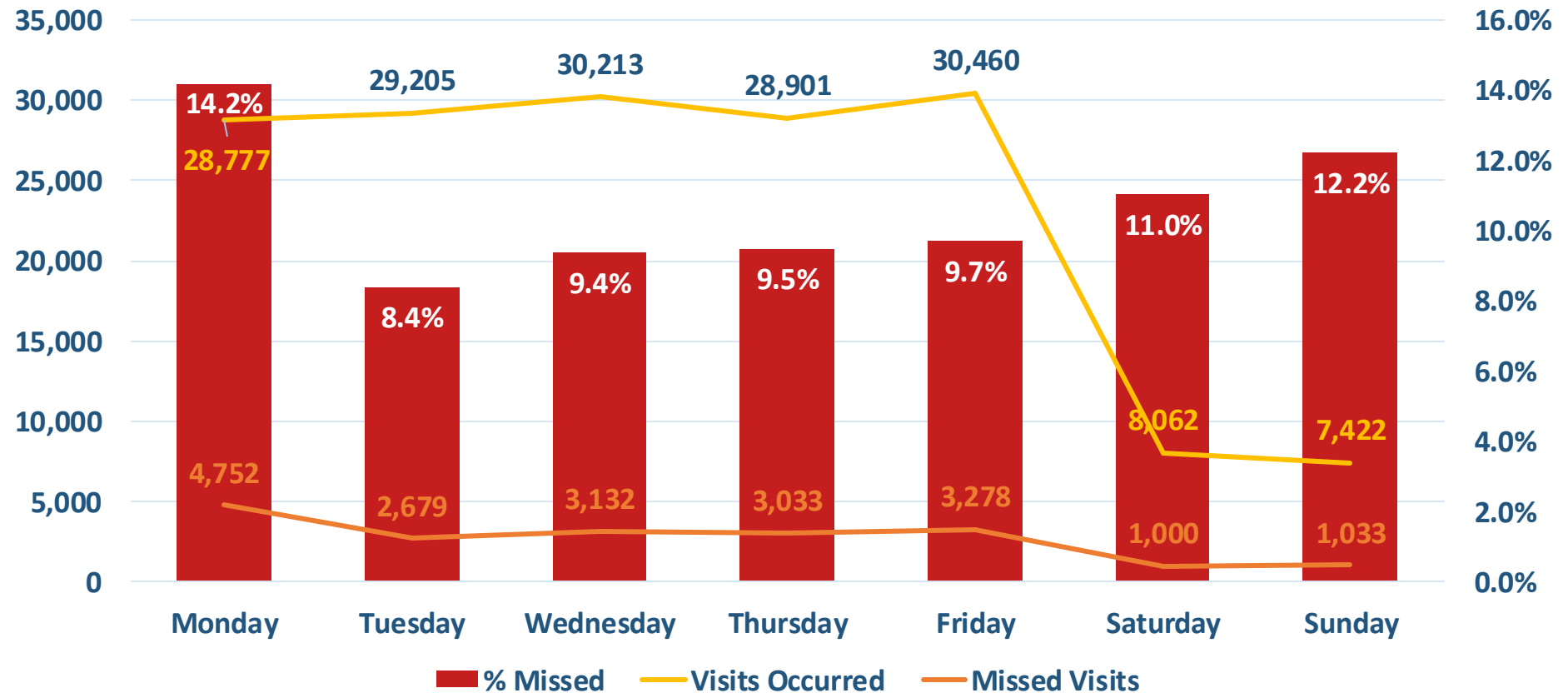


# **From a Staffing/Organizational Perspective**

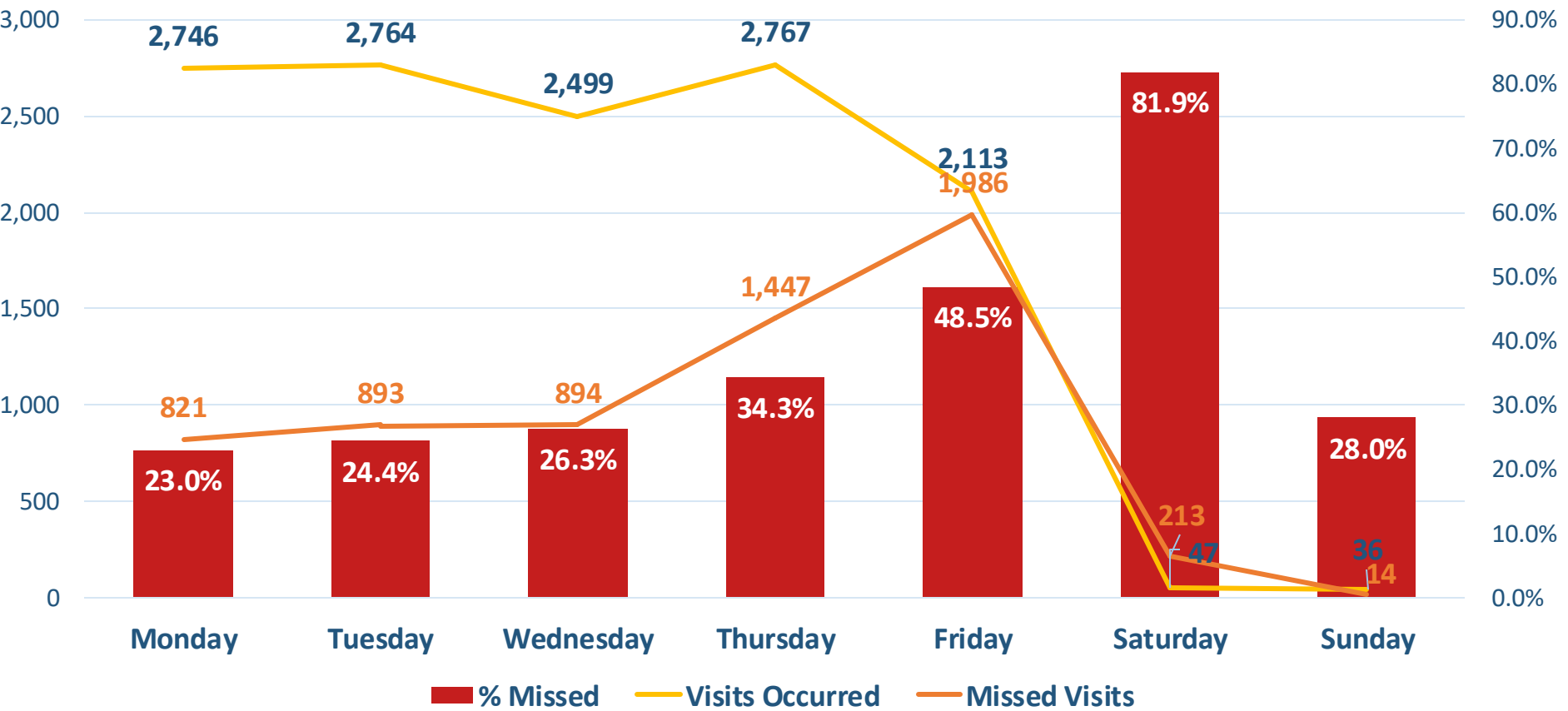
# Visits By Day of Week - SN



# Visits By Day of Week – HHA



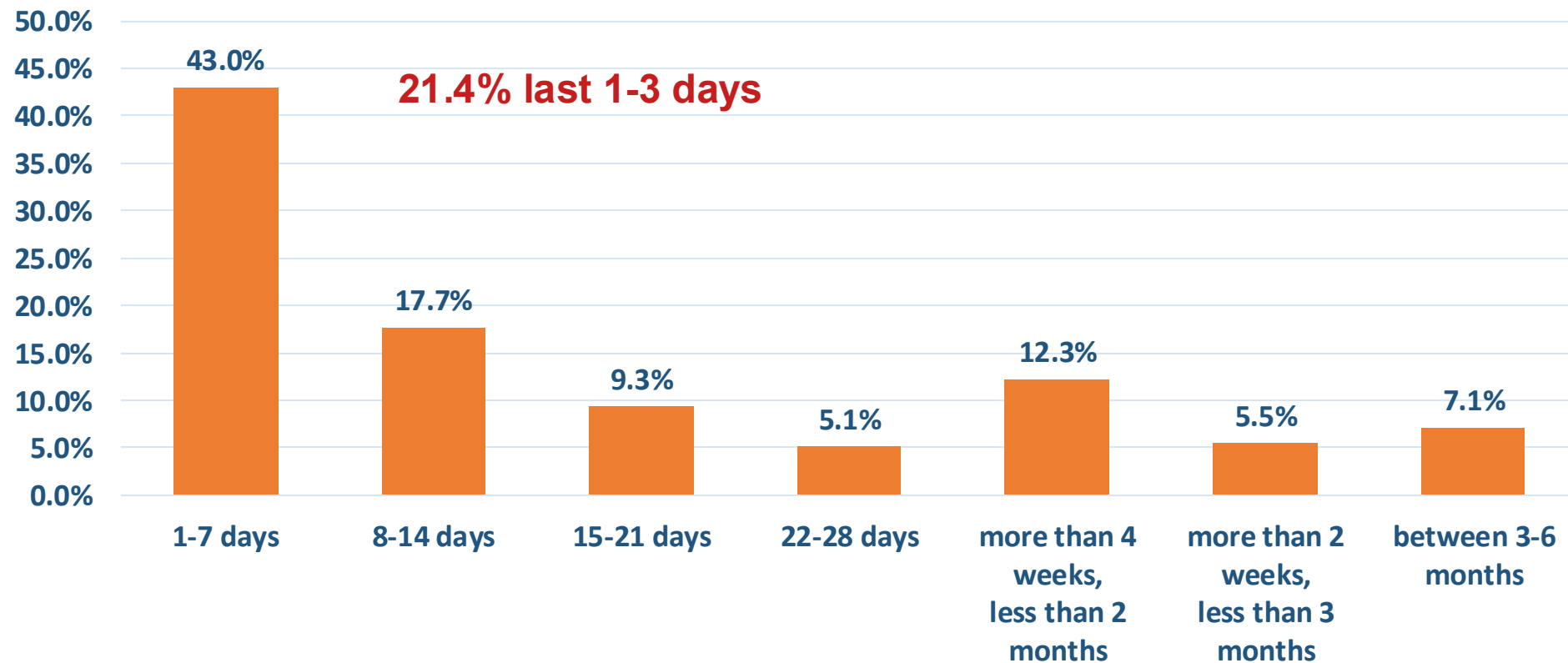
# Visits By Day of Week – MSW



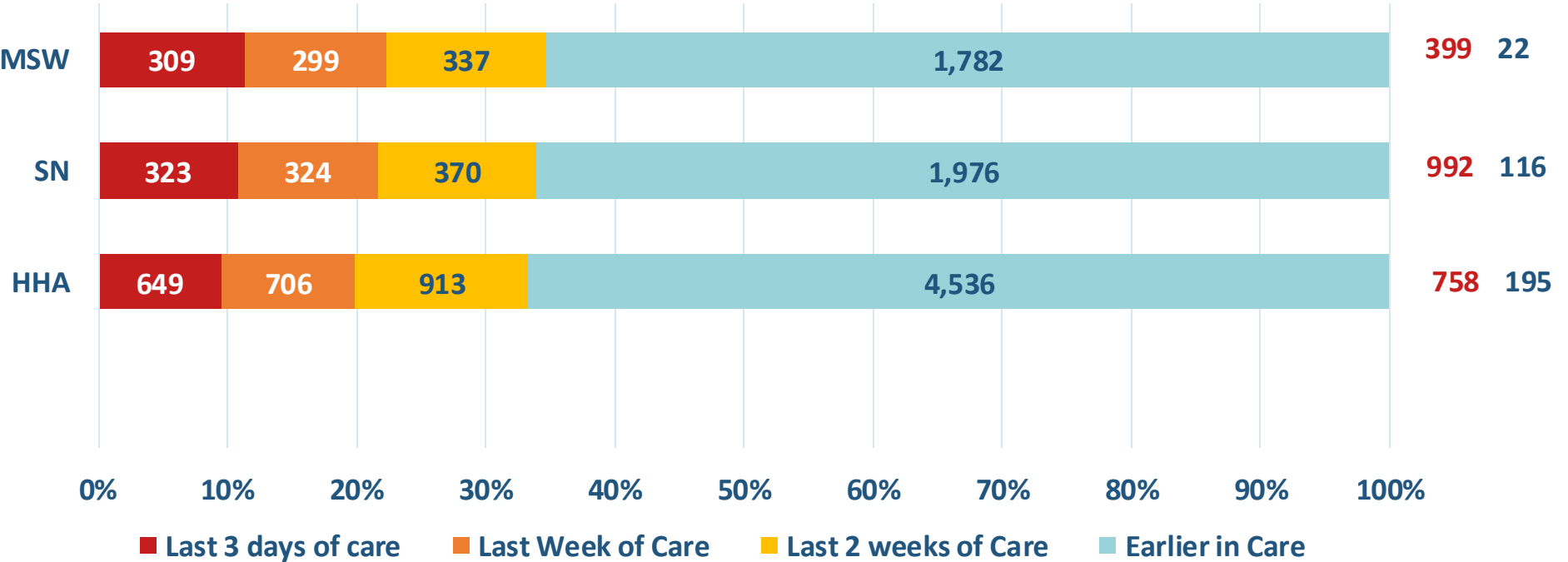
## Missed Visits Relative to End of Care

- Limited to Discharged Patients Whose Care was 6 months or less
- 91.5% of Episodes with SOC in 2023/2024
- Represents 59.5% of missed visits

# Length of Hospice Care (Less Than 6 months)



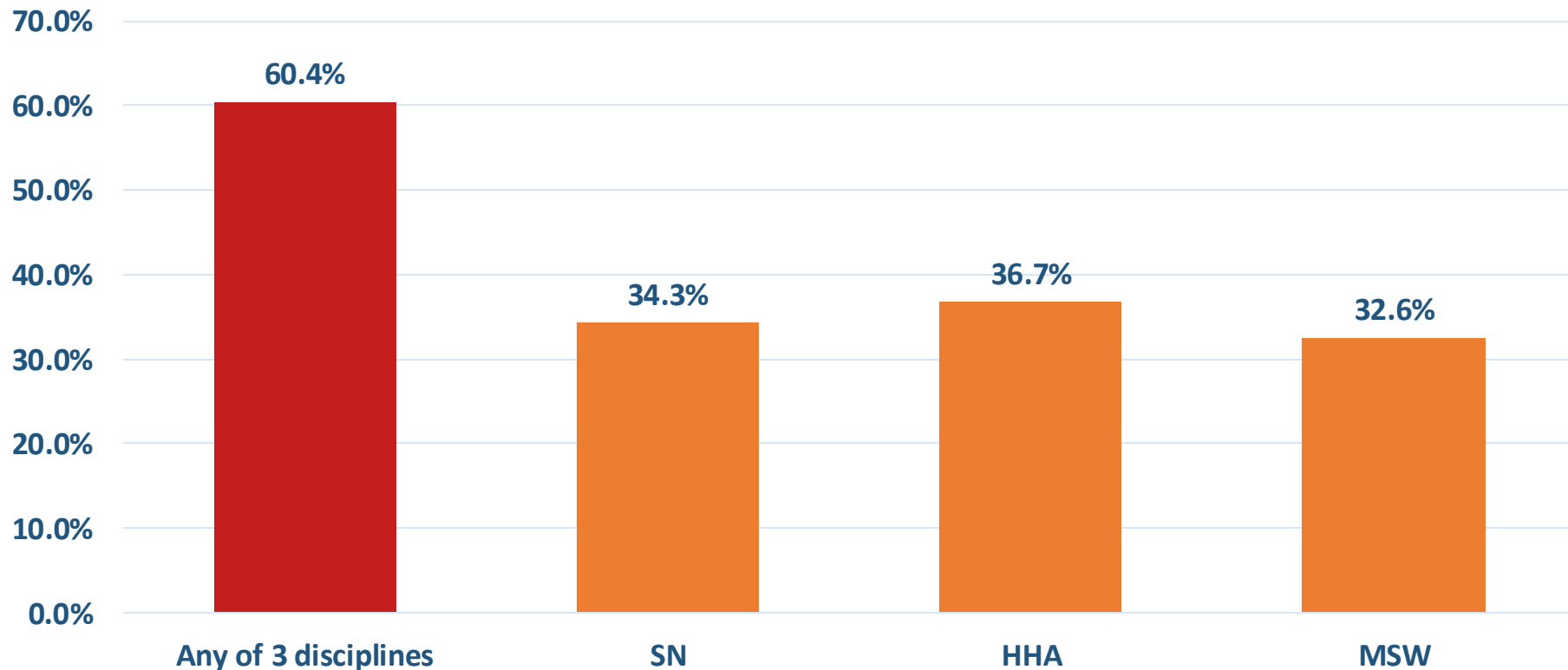
# Timing of Missed Visits from End of Care



Visits Missed on Last Day of Care  
Visits Missed on Day After Care Ended

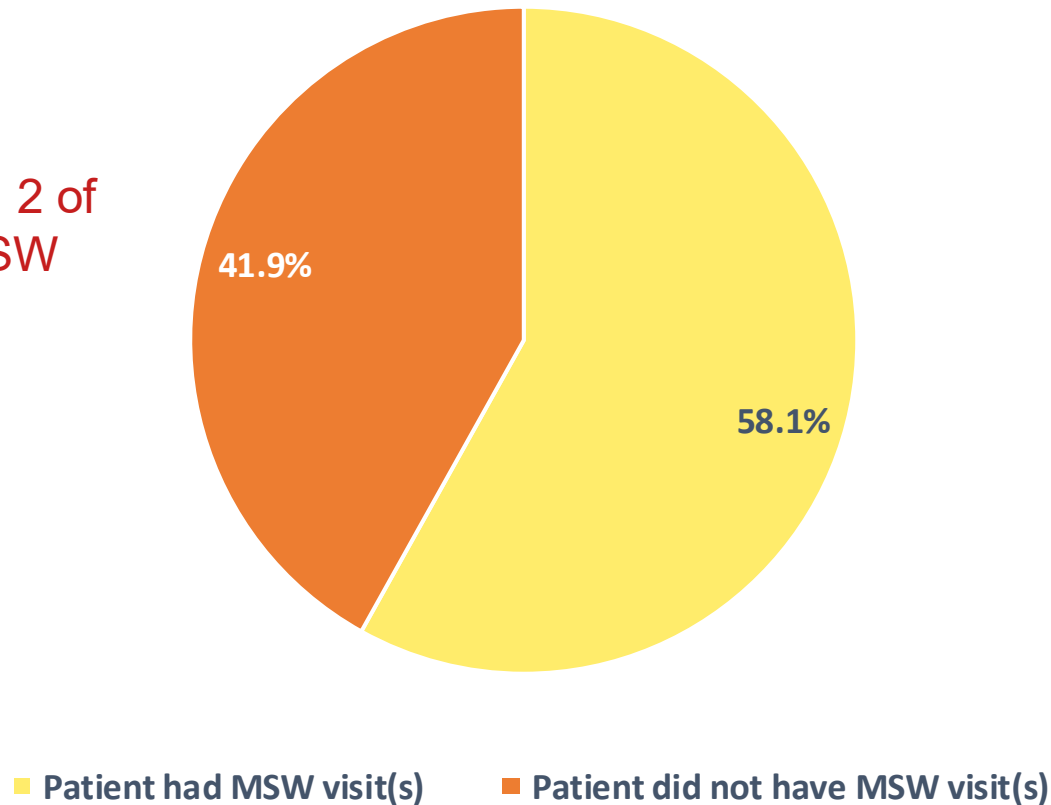
# **Prevalence of Missed Visits in Patient Population**

# Among Hospice Episodes With LOS Less than 6 Months



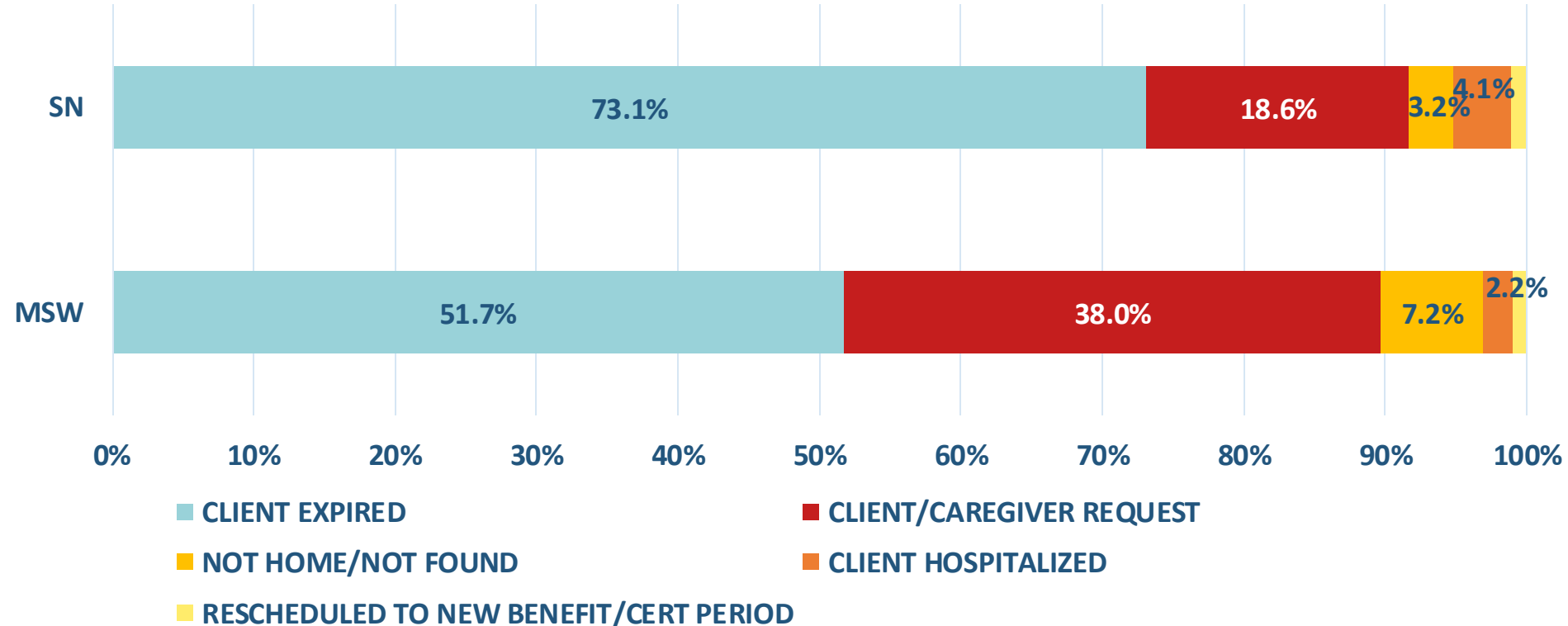
# Association Between Missed MSW Visit(s) and Not Receiving MSW Care

Of Patients with a Missed MSW visit, 2 of every 5 had no MSW care

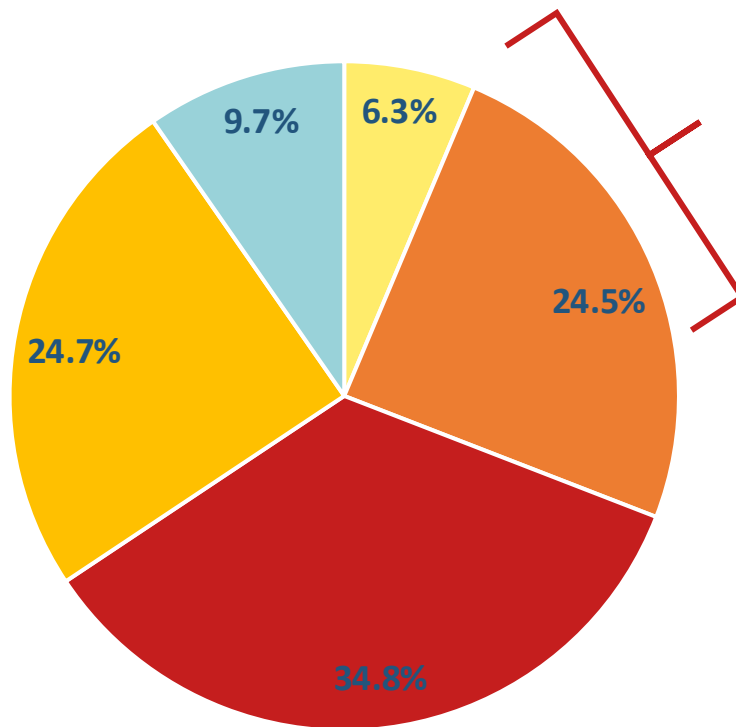


# **Missed SN/MSW Visits in Last 3 Days of Care**

# Reason for Missed Visits in Last 3 Days of Care



# Number of Visits in Last 3 Days of Care

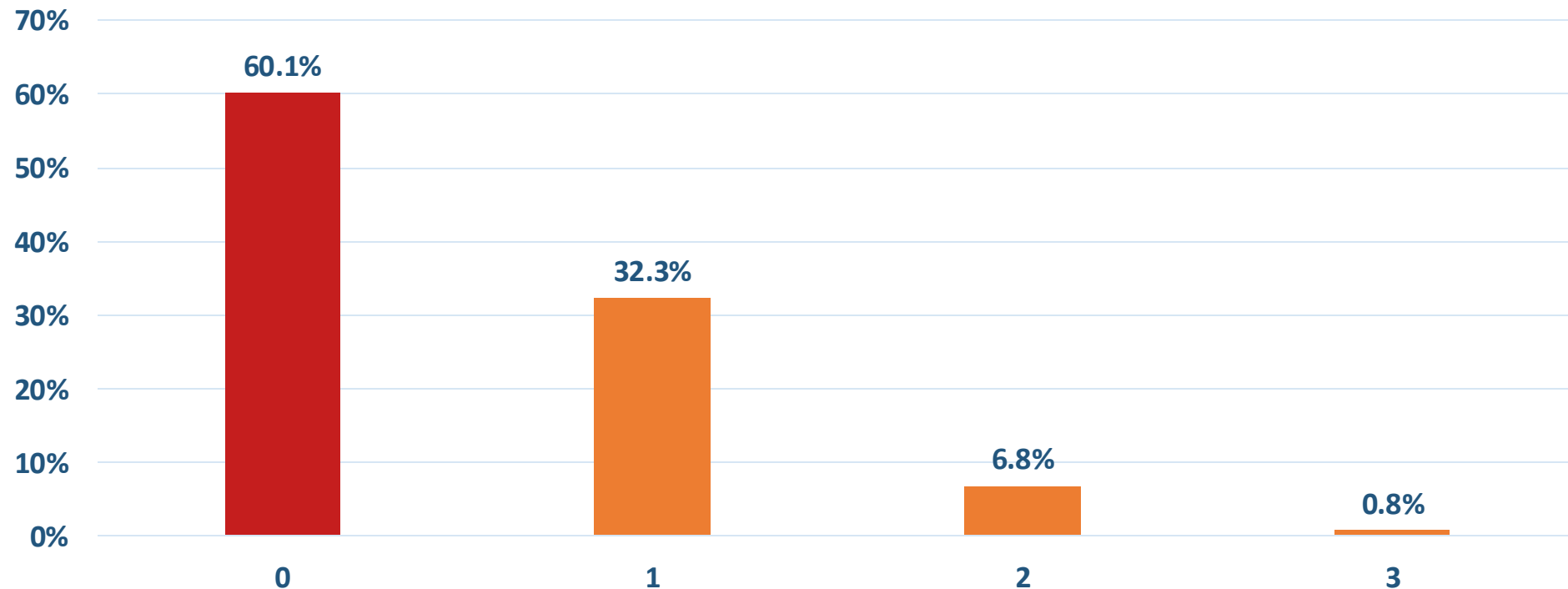


30.8% of patients do not receive 2 or more SN/MSW visits in the last 3 days of care

0 1 2 3 4+

# Among Patients Who Did Not Receive 2+ SN/MSW Visits in Last 3 Days of Care

Number of Missed SN/MSW Visits in Last 3 Days of Care



# **MSW Missed Visits:** **A Comparison of** **Missed Visit Report to** **Analyses of Free-Text** **Missed Visit Notes**

# Free-Text Missed Visit Notes Provides Insight

Done prior to analyses presented, but on smaller sample of Missed Visits (n=3,936)

- A preliminary review of responses was conducted to identify common language patterns.
- Based on this, a keyword-based classification framework was developed.
- Variations in the terminology (e.g., "voicemail" vs. "VM", and "no need" vs. "not needed") necessitated extensive manual review and coding of responses that did not match predefined search terms

# Similar Results

Categories matched up well with EMR report.

**Client/Caregiver Request** category (from EMR report) could be divided into two subgroups:

- Those who declined a specific visit, and
- Those who refused all future MSW services

Distinguishing between the two is challenging due to variations in free-text documentation and inconsistencies in how clinicians record their notes.

“MSW visit declined” vs “MSW visit declined; no future visit requested.”

“Spouse declined SW visit” vs “Spouse declined SW visit at this time”

# How Can We Do Better?



## Better understanding for why caregivers request a missed visit

- ☐ Why do patients/caregivers decline services?
- ☐ Contact issues – MSW have particularly difficult time getting in touch with the patient/family
- ☐ Would joint SN/MSW visit help get MSW foot in the door?
- ☐ Do family members/caregivers understand when patients are nearing death (rescheduling visits in last 3 days of life)

# Role of Technology

- Quicker communication that patient died
- Improving caregiver/family engagement
- Use of texting evening before
- Use of texting when on the way
- Use of telehealth if a visit is being declined
- Communication between disciplines