

The Impact of Self-Management Education and a Meal Voucher Incentive on No-Show Rates at the University of Alabama at Birmingham Heart Failure Transitional Services for Adults Clinic

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Background

HF is leading cause of hospitalization & readmission among U.S. adults, costing over 30 billion annually. Inadequate self-care knowledge, barriers to providing education & follow-up failure precipitate readmission. HRTSA has a monthly **no-show rate of 22.38%**.

The purpose of this quality improvement project is to decrease no-show appointment rates at the UAB HRTSA clinic by implementing an evidence-based practice bundle.

Project Implications & Sustainability

Impact of Project:

- Increase HF self-management knowledge
- Decrease monthly no-show appointment rates
- Decrease hospital readmission rates
- Improves health outcomes

Sustainability

- Adaptable
- Low-cost
- Minimal resources required

Themes

Self-maintenance:

- Proficiency in understanding sequelae of HF & how to monitor symptoms.

Symptom recognition/perception:

- Ability to recognize symptoms of HF exacerbation.

Self-management:

- Executive function & decision-making dependent on HF knowledge.

Overarching theme: Patient/provider relationship may have strong influence on HF self-care management.

Results

Descriptive statistics will be used to:

- Analyze changes in pre- and post-intervention monthly appointment no-show rates
- Evaluate patient survey responses

Retrospective chart review will be done to:

- Examine demographic information

Methods

Inclusion criteria:

- 19+, English speaking

Exclusion criteria:

- Appointment cancellation, current hospitalization, cognitive/physical contraindications to receiving education or post-survey
- 50 patients of any gender, race, and ethnicity with a second appointment between Aug. 31, 2023, & Oct. 31, 2023, will be selected.
- Selected patients will receive self-care education session & information on meal voucher incentive. Will complete survey via Qualtrics.
- If patients returns for follow-up, they will receive \$10 meal voucher redeemable at UAB Hospital cafeteria.

Donabedian conceptual model

Structure

Process

Outcomes