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## Background and Problem

- No-shows are an international issue (Alawadhi et al., 2021).
- No-shows increase emergency room visits,
- Little use of public transportation to free clinic at site (Pinellas Suncoast Transit Authority [PSTA], 2022).
- Transportation is a top reason for missed clinic appointments.
- At clinic 20% of no-show appointments are due to lack of transportation (Clearwater Free Clinic [CFC], 2020).
- No-shows increase propensity to continued illness.
- Public buses have drawbacks for disadvantaged and elderly residents.

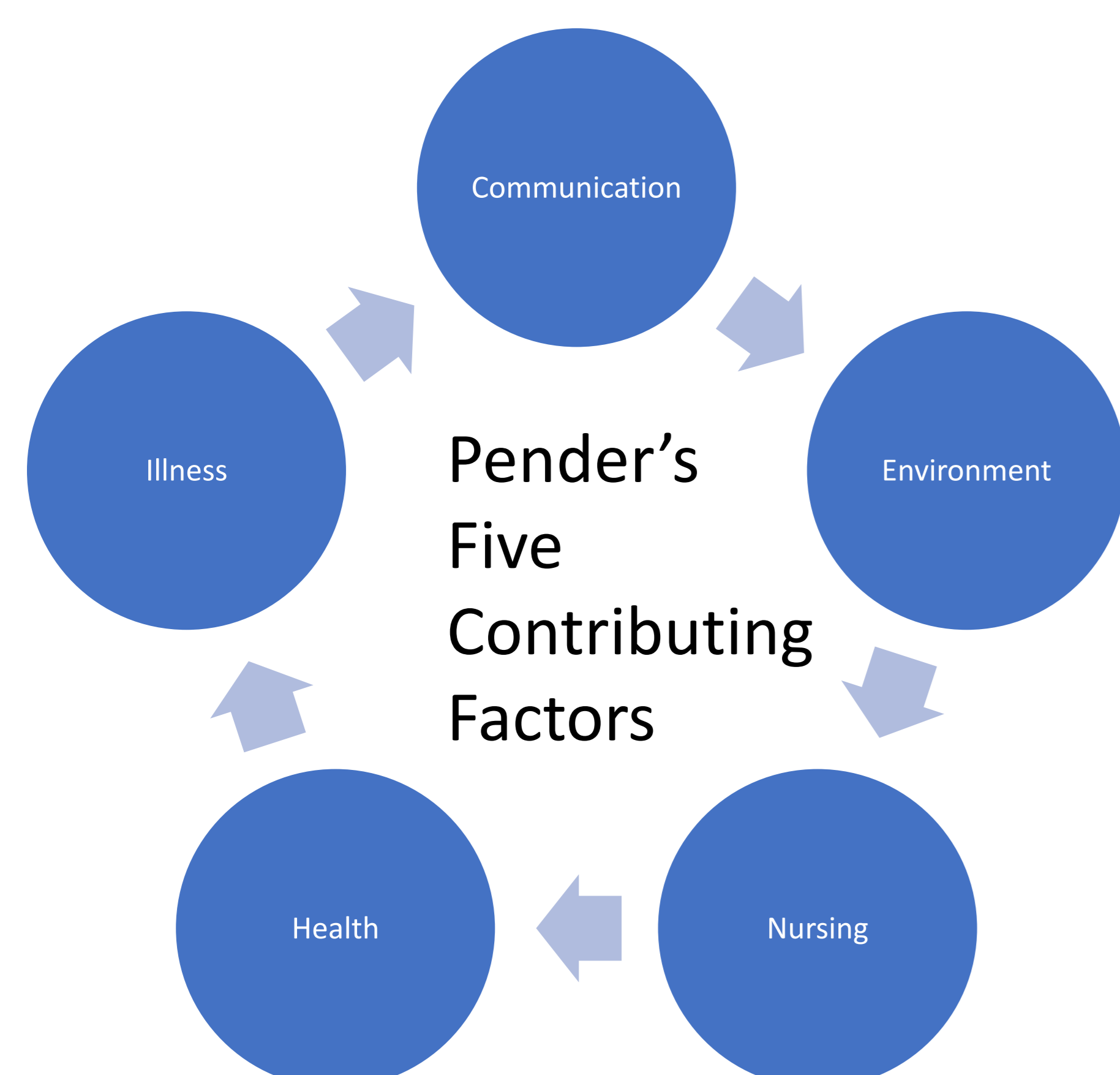
## Question Guiding Inquiry and Purpose Statement

For transportation-challenged patients ages 60 to 65 at the free clinic, what is the impact of providing transportation for 3 months on the rate of no-show appointments?

The purpose of this research was to determine if offering and providing free transportation would decrease the number of no-shows, no-call, missed appointments, and same-day canceled appointments for the 60–65-year-old population served by the free clinic.

## Theoretical Framework

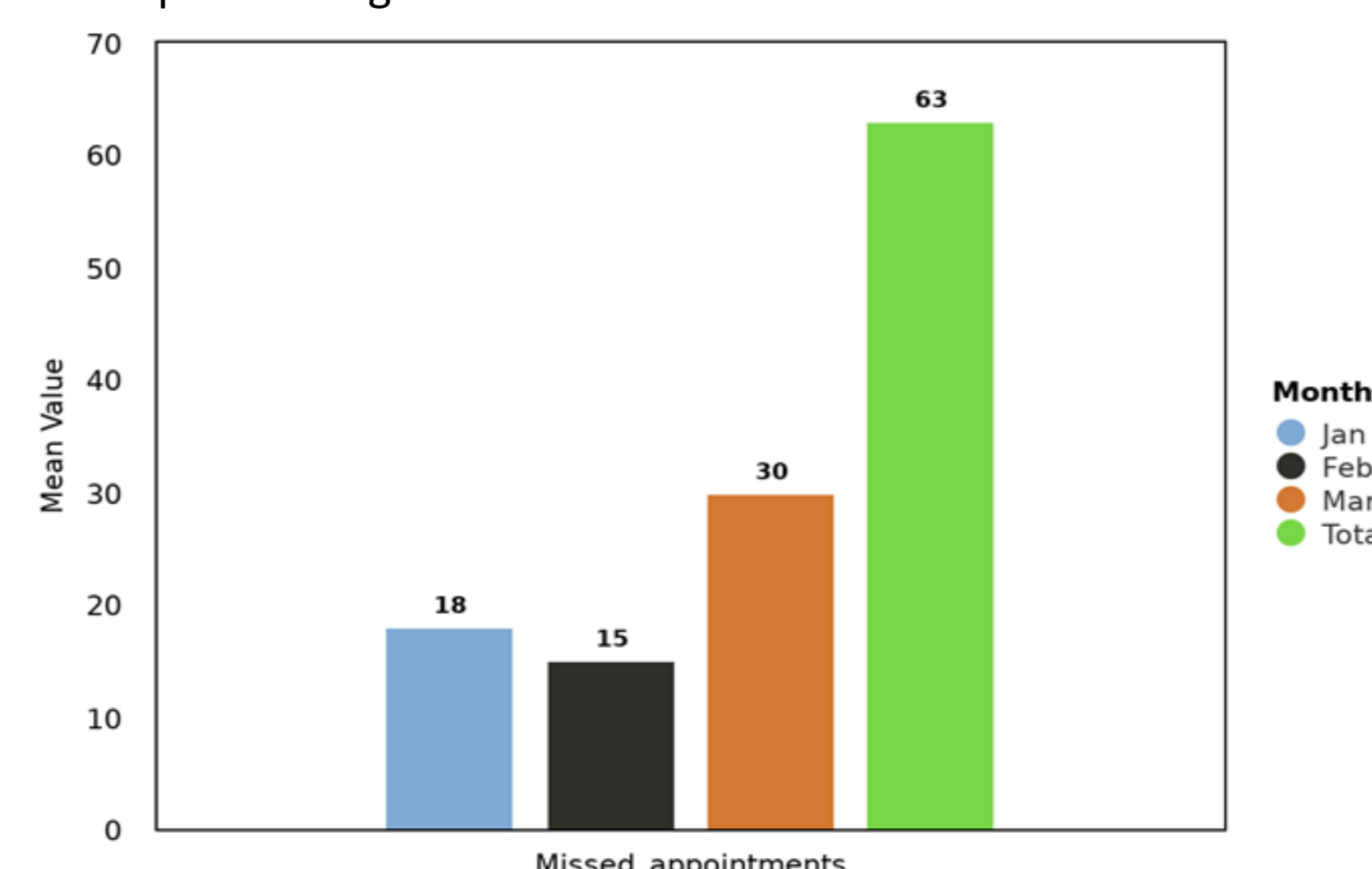
- Pender's Health Promotion Model (HPM)
- Considers the behavior of the patient/client
- Individual experiences of the patient, comprehension, and attitudes
- Promote health and wellness choices (Cardoso et al., 2022)



## Methods

- Evidenced-based project; retrospective study with quantitative methodology.
- Plan-Do-Study-Act method used for this study.
- Convenience sample of all patients meeting inclusion criteria with scheduled appointments during the implementation timeframe: January, February, March.
- Staff education of patients on importance of keeping appointments.
- Calculation of patients' missed appointments pre- and postintervention of provision of transportation for clinic appointments over 3 months.
- Two proportions z-test used to determine number and possible significance of the differences in attendance rates before and after intervention.

Number of Missed Appointments per Month and Total



## Results

- Two proportions z-test was conducted for January (preimplementation) no-shows and February-March (postimplementation) no-show.
- No significant difference between the preimplementation and postimplementation no-shows, ( $p = .586$ )

Number and Percentage of Appointments and No Shows per Month

Month	Total Appointments	No Shows	Percentage of No Shows to Total Appointments
January	319	18	5.6%
February (15) March (30)	691	45	6.5%

Two Proportions z-Test for Difference Between Preimplementation and

Postimplementation

Month	Total	No Shows	SD	Proportion	z	p
January	319	18	0.23	.06		
February-March	691	45	0.25	.07		
					-0.54	.586

$p < .05$ .

## Discussion & Conclusions

- Strengths**
  - Required no funding
  - Minimal burden to staff
  - Initiated by patient
  - Patient autonomy and accountability
- Limitations**
  - Patient autonomy and accountability
  - Limited age range (60-65)
  - Other variables affecting no-shows
  - Pre-COVID information
  - Use of transportation is unknown
- Lack of adequate transportation could still be an issue for this population.
- Large part of the clinic population was not provided with free transportation
- Further research is called for with:
  - more extensive patient education
  - more tracking of no-shows
  - more availability of free transportation for clinic patients



## Acknowledgements

This study had no monetary support. However, it could not have been accomplished without the cooperation of the clinic staff and local transportation and community organizations.

## References

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