

Abstract

An important concern for healthcare providers within outpatient psychiatric clinics is patients missing their appointments and are considered “no-shows” to those appointments. Individuals suffering from mental illness have a higher no-show rate related to multiple barriers. A modifiable barrier for patients suffering from mental illness is the ineffective communication between the patient and health care provider leading to poor adherence to treatment plans. Evidence-based studies confirm that effective therapeutic communication has positive benefits in improving patient-provider relationship to improve healthcare outcomes, compliance with treatment plan and decreased appointment no-shows. The purpose of this project was to implement a training on principles associated with therapeutic communication in an outpatient psychiatric clinic to decrease the number of no-shows at the four-week medication management follow up following an initial psychiatric evaluation. The Donabedian Model framed this project to improve each medication management provider’s knowledge of therapeutic communication to reduce the amount of medication management no-shows. The project consisted of providing education on the principles of therapeutic communication to four providers, who are all psychiatric nurse practitioners, and assessing their knowledge through a pre-intervention and post-intervention quiz. A retrospective chart review was accomplished gathering pre-intervention and post-intervention data of the amount of medication management no-shows after an initial psychiatric evaluation. An analysis of the results of the pre- and post-intervention quiz was completed and the paired sample t-test yielded a p-value of 0.016, indicating a statistically significant increase in provider’s knowledge on therapeutic communication. The retrospective chart review results comparing pre- and post-intervention data resulted in a decrease of 14.1% in medication management no-shows post educational intervention. Although, there was a decrease

post-intervention, results from both Chi-square and Fisher's exact test indicated that the change was not statistically significant with a Chi-square p-value of 0.107 and a Fisher's exact p-value of 0.154. Although results indicated the intervention was not statistically significant, outcomes suggested each participants knowledge of therapeutic communication improved and positively impacted in the reduction of medication management no-shows. Outcomes suggest that providing education on therapeutic communication remains an effective tool in improving provider's knowledge of the subject and can provide positive impact of the quality of care provided to patients with severe mental illness.

Keywords: no-show in mental health clinic, no show patients, missed appointments, patient compliance, psychiatric clinic appointments, no-show, therapeutic communication, improving communication, and therapeutic relationship