

Psychiatric Medication Appointment No-Shows: Reduction through Text Message Reminders in
an Outpatient Mental Health Clinic

Danielle Norris, MSN ED, MSN PMHNP

Touro University Nevada

In partial fulfillment of the requirements of the Doctor of Nursing Practice

Abstract

This paper explores the construction, application, and results of a doctoral of nursing practice quality improvement project. The project aim was to decrease no show rates in an outpatient mental health clinic using an intervention initiated by the electronic health record (EHR). Text message appointment reminders is the specific intervention. The hypothesis predicts that text message appointment reminders will decrease no show rates. Possible reasons for no shows are explored with an emphasis on the vulnerable mental health population. The execution of the project was supported through the theoretical framework of the Donabedian Model. Quality improvement program results are discussed, and indications for future programs are explored.

Keywords: text message, EHR, no show, mental health, appointment reminder