



Preparing for the October Learning Session: Access Track Population Health Learning Center Equity and Practice Transformation (EPT) Technical Assistance

During the Learning Session, Coleman Associates will walk you through how to calculate your no-show rate and your capacity utilized. To do this, please come prepared with the information listed below.

Step 1: Calculate Your No-Show Rate _____ %

A Word about No-Show Rate:

- No-Shows disrupt the schedule and reduce capacity, even with overbooking. Each No-Show reveals something about why the patient didn't get care—issues we can address together. A No-Show is any patient who was expected but didn't arrive, excluding those who rescheduled.
- You can pull No-Show data from your Electronic Medical Record (EMR/EHR). Compare it to a manual count to confirm accuracy. Some systems may include late cancellations as No-Shows, so note the system's definition for your baseline data.

How to Calculate the No-Show Rates Manually:

- Denominator: Count all scheduled appointments by unique patients, not slots.
- Numerator: Count patients who didn't show up without notifying you.
- No-Show Rate: Divide No-Shows by total scheduled patients and multiply by 100 to get a percentage.

For example, if 9 of 32 scheduled patients didn't show up, the No-Show rate is 28%.

$$9 / 32 = .28 \times 100 = 28\%$$

Step 2: Calculate Your Capacity Utilized _____ %

A Word about Capacity Utilized:

- Capacity refers to the productive use of time. Time we already have earmarked to see patients. Lost capacity means lost healthcare for patients in need.

How to Calculate Capacity Utilized Manually:

- Denominator: Total appointment slots in the schedule.
- Numerator: Total patients seen, scheduled or unscheduled.
- Capacity Used: Divide patients seen by total slots, then multiply by 100 to get a percentage.

For example, if 85 patients were seen (numerator) out of 100 patient slots available (denominator), the Capacity Used is 85%

$$85 / 100 = .85 \times 100 = 85\%$$