

## Introduction

- ✓ Nearly one in four (23.5%) of scheduled appointments result in a missed appointment or “no show” appointment.
- ✓ Between 25% and 46% of scheduled appointments are missed among the Medicaid population.
- ✓ Missed appointments reduce operational efficiency and may lead to potentially avoidable emergency department visits and hospitalizations.
- ✓ Financial considerations and social determinants of health, such as access to transportation, may be an important barrier to appointment completion.

## Objectives

For high-risk Medicaid enrollees:

- (1) Describe the distribution of missed primary care appointments
- (2) Evaluate the association between social determinants of health and missed appointments

## Methods

- ✓ Retrospective cross-sectional study of care management eligible, adult Medicaid enrollees who were members of the Medical Home Network accountable care organization (ACO) with a primary care physician (PCP) at a single academic health system
- ✓ Limited to enrollees classified as medium or high-risk for unplanned ED visits or hospitalizations based on a social determinants of health screening questionnaire
- ✓ All scheduled PCP appointments between January and December 2018
- ✓ Schedule appointments classified as completed or missed; appointments that were rescheduled or canceled more than 24 hours prior to the scheduled appointment were excluded
- ✓ Generalized linear regression models constructed to examine differences in the **number of missed appointments**, weighted by number of scheduled appointments
- ✓ Predicted margins and average marginal effects calculated
- ✓ As a secondary analysis, models were constructed to evaluate the **proportion of appointments that were missed**

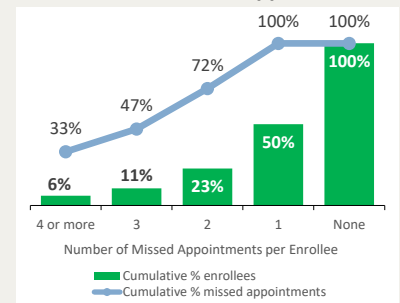
## Results

Table 1. Description of the Sample, N=622

Characteristic	n (%)
Type of Medicaid	
Affordable Care Act expansion	261 (42)
Family Health Plan	204 (33)
Integrated Care Plan	157 (25)
Social determinants of health	
Lack of transportation to appointments	189 (30)
Needs help in getting food, clothing or housing	155 (25)
Lives alone	111 (18)
Needs help making appointments	73 (12)
Difficulty paying for medications	48 (8)
Health conditions	
Heart problem	71 (12)
Lung problem	151 (24)
Diabetes	141 (23)
Mental health problem (n=523)	169 (32)

- ✓ Nearly one-third of high-risk enrollees did not have transportation to appointments (Table 1).
- ✓ Though 17% of patients had 3 or more missed appointments, they accounted for 47% of total missed appointments (Figure 1).

Figure 1. Cumulative Proportion of Enrollees and Missed Appointments



- ✓ After adjusting for patient characteristics, enrollees who lacked transportation had 0.30 (95% CI: 0.02, 0.58) more missed appointments than enrollees who had access to transportation (Figure 2a).
- ✓ Enrollees qualifying for Medicaid due to disability had 1.08 (95% CI: 0.29, 1.87) more missed appointments if they did not have access to transportation (Figure 2b).

Figure 2a. Predicted Margin: Number of Missed Appointments with and Without Transportation

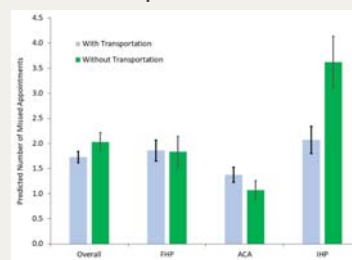
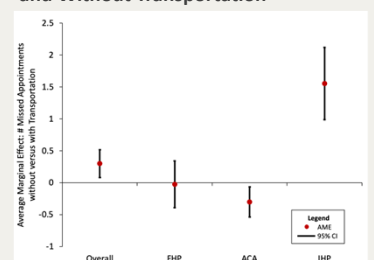


Figure 2b. Average Marginal Effect: Number of Missed Appointments with and Without Transportation



## Discussion and Conclusions

- ✓ Initiatives should prioritize patients with multiple missed appointments.
- ✓ Access to transportation may be an important social factor for increasing PCP appointment completion, particularly for Medicaid beneficiaries with a disability.