

# Observational study identifies non-attendance characteristics in two hospital out-patient clinics



Emely Ek Blæhr, forskningsassistent, cand.scient.oecon., DEFACTUM

# Agenda

- Hvad er en udeblivelse?
- Formål med baseline studiet
- Setting og metode
- Omfang af udeblivelser
- Konklusion

# Definition af udeblivelser

- 3 trin
  1. Aflysninger af hospitalet
  2. Aflysninger af patienten
  3. Udeblivelse uden aflysning

# Formål

At undersøge omfanget af udeblivelser i Danmark og hvilke karakteristika en udeblevet patient har.

# Setting

- Undersøgelse af udeblivelser på to afdelinger
  - Viborg ortopædkirurgiske afdeling
  - Silkeborg radiologisk afdeling
- Inklusionskriterier på baggrund af gebyrforsøg
  - Skal have modtaget brev-indkaldelse i E-boks
  - Dansk folkeregisteradresse
  - Ingen træning/behandling af fysio/ergoterapeut inkluderet
- Måleperiode: 1. Juni 2013 – 31. Marts 2015



# Metode

- Logistisk regressionsanalyse
- Udeblivelse kontrolleret for karakteristika:
  - Køn, alder og transporttid til hospitalet
  - Information om aftalen: Årstid, dag på ugen, tid på dagen
    - Har aftalen været udskudt?
    - Hvor længe har patienten ventet på aftalen?
    - Hvilken type aftale er der tale om? operation, røntgen mv.
    - Hvor skal patienten undersøges?

# Omfang og karakteristika af udeblivelser i DK

- Mænd, i højere grad end kvinder
- Patienter under 40 år
- Patienter som venter mere end 6 uger fra indkaldelse til aftale
- Ved kontroller og uspecificerede røntgenundersøgelser

*Blæhr et al. Observational study identifies non-attendance characteristics in two hospital outpatient clinics. DMJ 2016. (udgivet d. 30/9 2016)*

	Ortopædkirugisk ambulatorium Viborg	Radiologisk afsnit Silkeborg
Aflysninger af hospitalet	12,31 %	5,48 %
Aflysninger af patienten	5,07 %	2,74 %
<b>Udeblivelser</b>	<b>5,28 %</b>	<b>3,96 %</b>



# Observational study identifies non-attendance characteristics in two hospital out-patient clinics

Emely Ek Blæhr<sup>1</sup>, Rikke Søgaard<sup>2,3</sup>, Thomas Kristensen<sup>1</sup> & Ulla Væggemose<sup>1</sup>

## ABSTRACT

**INTRODUCTION:** Non-attended hospital appointments are receiving increasing attention in times when rapid access and efficient service delivery at public hospitals are on the agenda. The aim of this study was to investigate the extent of non-attendance in a Danish outpatient setting and its association with user-level and provider-level characteristics. **METHODS:** The study was based on appointments scheduled from June 2013 to March 2015 at an orthopaedic and a radiologic outpatient clinic. Data on outcomes of cancellation on the part of the user or the provider, and non-attendance without giving notice were collected from administrative systems along with appointment characteristics. Logistic regression was used for statistical analysis. **RESULTS:** Of the 54,987 and 31,538 appointments scheduled at the two departments, 4,524 (8%) and 5,479 (17%) were cancelled and 2,905 (5%) and 1,249 (4%) were unattended without notice. The latter was significantly associated with male gender, younger age and longer time since referral. Other characteristics were identified as significant,

£ 790 million annually. While the economic rationale for preventing non-attendance is clear, there could be inefficiencies related to the former type of non-attendance as well, e.g., postponement of an appointment by the provider could affect users' accountability with respect to future attendance and cancellations might not always be in time for the user or the provider to be able to exploit the cancelled time slot for other purposes.

Non-attendance has been associated with male gender [3, 4] and younger age of the user [2, 3, 5, 6], longer distance from residence to hospital [6, 7] and good public transportation [6, 8]. These characteristics, however, appear to be highly context-specific both in terms of the type of provider and the type of health problems addressed, as well as in terms of societal norms and values. The external validity across health-care systems is therefore questionable, and only limited evidence is available for the Danish context.

The aim of the present study was to investigate the

## ORIGINAL ARTICLE

- 1) DEFACTUM – Public Health & Health Services Research, Central Denmark Region
- 2) Department of Public Health, Aarhus University
- 3) Department of Clinical Medicine, Aarhus University, Denmark

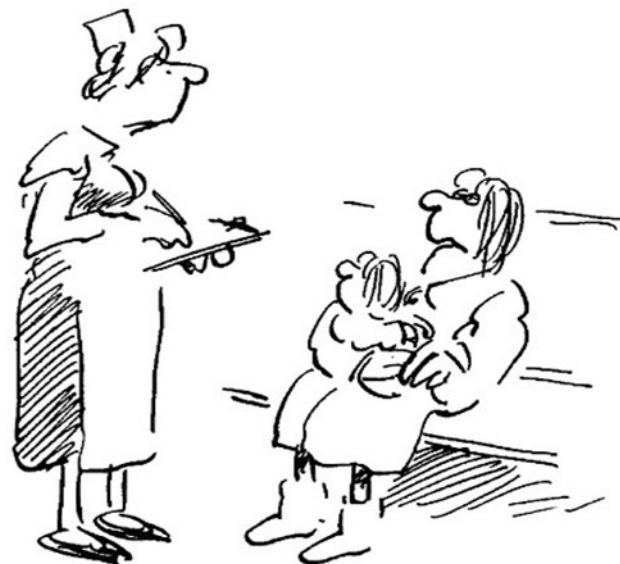
Dan Med J  
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## Konklusion

- Relevant at undersøge muligheden for at nedbringe udeblivelser
- Især for gruppen af unge, mænd og patienter med lange ventetider



*"Age? You mean now or when we first sat down?"*