



ADDRESSING BARRIERS TO VISIT ATTENDANCE AND IMPROVING PATIENT COMMUNICATION FOR GYNECOLOGIC SPECIALTY CARE AT FOURTH STREET CLINIC

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FOURTH STREET GYNECOLOGY CLINIC

- Monthly gynecology clinic
- Held on 3rd Monday of each month from 5-8 PM
- Staffed by UU medical students and UU OB/Gyn residents, attendings
- Primarily serves individuals with low SES and/or who are unhoused



Source: <https://fourthstreetclinic.org/renovations/>

POPULATION-SPECIFIC BARRIERS TO CARE



Communication limitations

Pay-per-minute phone plans
Frequent phone # changes
Calls routed through shelters
Full voicemail



Predominantly Spanish-speaking population



Low medical literacy

CLINIC-SPECIFIC BARRIERS TO CARE



Automatic rescheduling of repeat no-show patients



Under-resourced

Limited gynecologic-specific supplies
Needing to reschedule patients



Doors close at 6PM



No existing appointment reminder system for specialty clinics

QUALITY IMPROVEMENT PROJECT

Goals:

1. Improve gynecology clinic attendance via reminders
2. Identify patient-reported barriers to care
 - Root cause of high no-show rate
3. Inform patient communication practices at Fourth Street Clinic

QI IMPLEMENTATION

Approval from local IRB and Fourth Street Clinic for:

1. Visit reminder system

- 5 months text-only reminders
- 7 months text + call reminders

2. In-clinic patient survey

- Assess reminder efficacy
- Communication preferences
- Barriers to care

QI IMPLEMENTATION



Reminders

HIPAA-compliant platform (Doximity)



SURVEY

Translation to Spanish, French

Participant compensation: useful item

Funding, support from OB/Gyn Dept.

ATTENDANCE DATA

No reminder vs. All reminder types

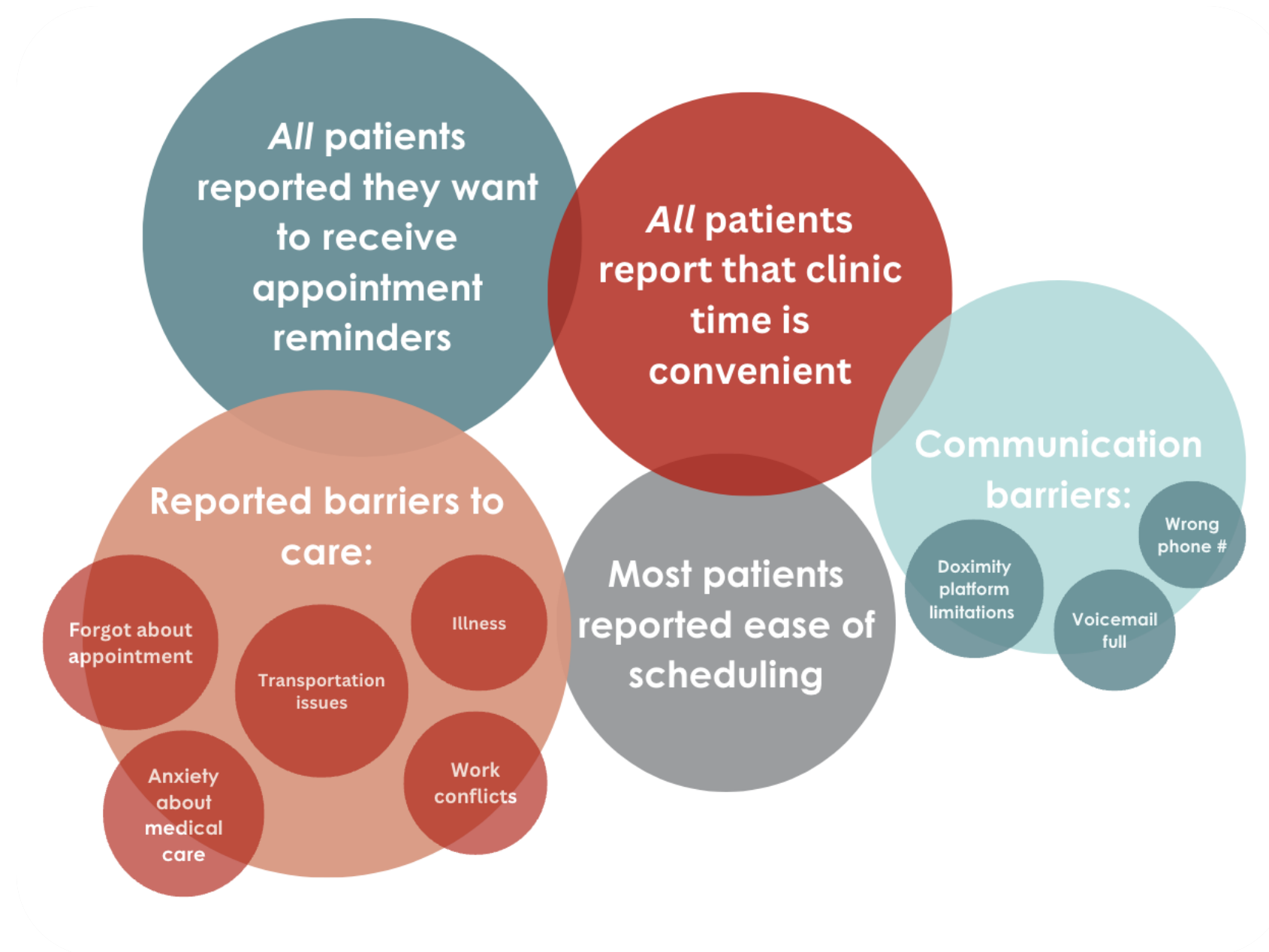
- No reminders = 44% attended
- All reminders = 51% attended
- Two-tailed $P = 0.501$ --> **not significant**

Text reminders vs. Text + call reminders

- Text alone = 56% attended
- Text + call = 48% attended
- Two-tailed $P = 0.396$ --> **not significant**

Welch's T-test for disparate sample sizes, $p=0.05$

SURVEY RESPONSE THEMES



LIMITATIONS

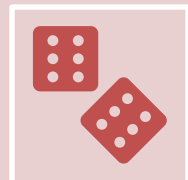


Only patients who attended clinic completed survey

Unable to collect responses from "no-shows"



Encrypted text-reminders are not user-friendly



Infrequent clinics --> limited data

NEXT STEPS



CONTINUE SURVEY
COLLECTION



IMPACT OF WEATHER ON
ATTENDANCE



PATIENT-FRIENDLY REMINDER
PLATFORM

Thank You

