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# 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 3<sup>rd</sup> 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:

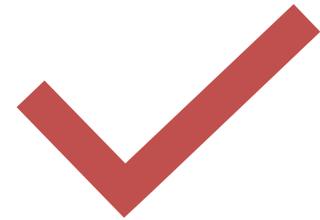
1. Improve gynecology clinic attendance via reminders
2. Identify patient-reported barriers to care
  - Root cause of high no-show rate
3. Inform patient communication practices at Fourth Street Clinic

# QI IMPLEMENTATION

Approval from local IRB and Fourth Street Clinic for:

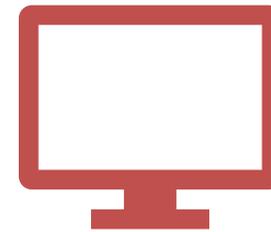
1. Visit reminder system
  - 5 months text-only reminders
  - 7 months text + call reminders
2. In-clinic patient survey
  - Assess reminder efficacy
  - Communication preferences
  - Barriers to care

# 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

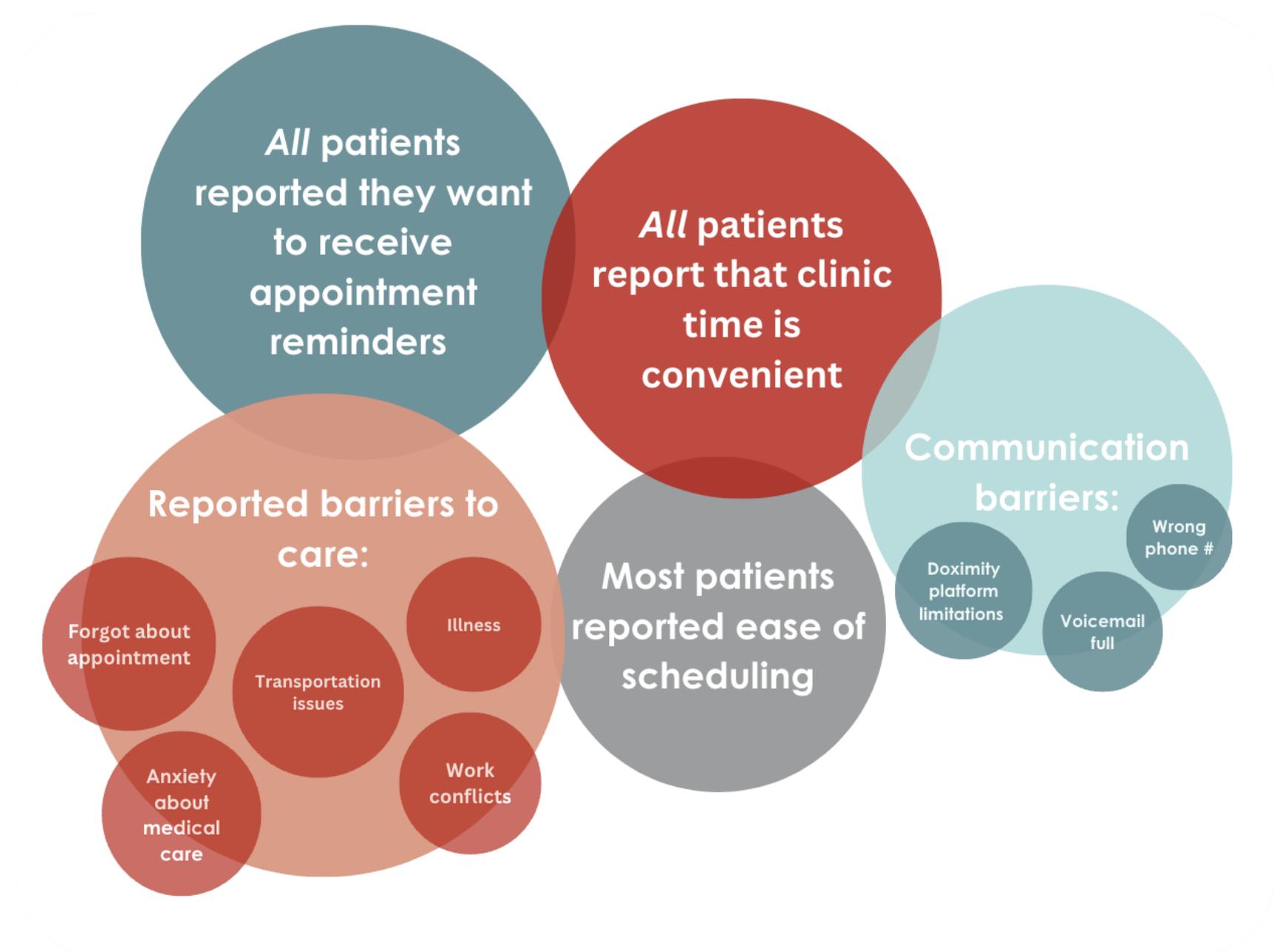
- No reminders = 44% attended
- All reminders = 51% attended
- Two-tailed  $P = 0.501$  --> **not significant**

## 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

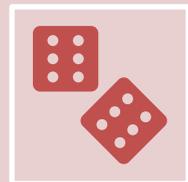


Only patients who attended clinic completed survey

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

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