

# No Show Rates Report

## What does this report do?

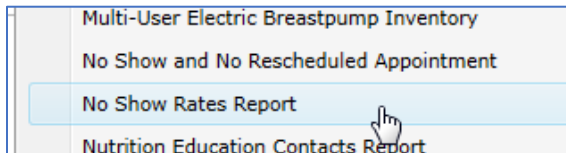
This report tells you what percentage of appointments are “No Shows” within the month of the report.

## How can I use this report?

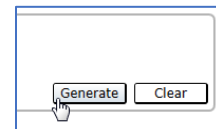
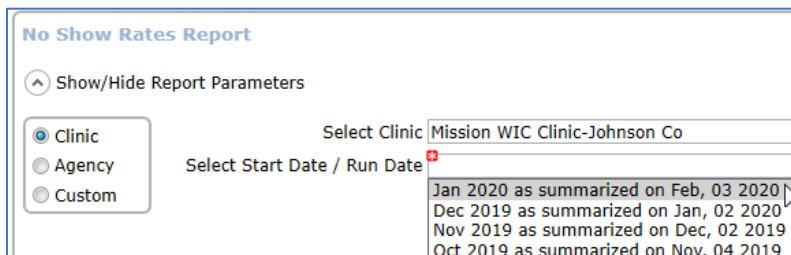
If you are implementing a new strategy to improve no show rates, you might want to run this report for a period before implementation to capture baseline and periodically throughout implementation to measure improvement. Using this report can help LAs manage caseload and appointment scheduling.

## How do I run this report?

1. Reports > **No Show Rates Report.**



2. Select **Clinic** or **Agency** and month as the **Run Date**. Then **Generate**.



**Print** the report or **Save As pdf**. It is unlikely you would need to save this as Excel.

## How do I interpret this report?

Kansas WIC Program No Show Rates Report <i>Clinic: Mission WIC Clinic-Johnson Co For Jan 2020 as summarized on Feb, 03 2020</i>				
Appt. Type	Total Appts.	Total No Show Appts.	% No Show for Appt. Type	% of All Appts.
BFF	23	0	0.0	2.1
F/U	1	1	100.0	0.1
FBA	77	1	1.3	7.1
MC	185	16	8.6	17.1
NC	142	13	9.2	13.1
NE+	297	20	6.7	27.5
NEI	7	1	14.3	0.6
RC	263	26	9.9	24.4
RD	79	9	11.4	7.3
TIS	1	0	0.0	0.1
TOS	5	0	0.0	0.5
Total	1,080	87	8.1	100.0

By looking at this report you can see that your total No Show rate for all appointments is 8%. You can also see what appointment types have the highest No Show rates (NEI 14%) and lowest (BFF 0%).

### **What does the data mean/where is it pulled from?**

This report pulls information from the Contact History Now Show, which is recorded upon completion of No Show Management. The LA must perform No Show Management regularly in order for this report to be useful. The report counts the number of appointments for each contact type for a given month, then calculates the no show rate for each appointment type, and for all appointments combined.

For more information about No Show Management, see policy [CRT 03.07.00](#) **Late and Missed Appointments** and **No Show Management Procedure**.