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Reducing no-shows in outpatient forensic mental health care

Submission date
19/11/2024

Recruitment status
No longer recruiting

Registration date
04/12/2024

Overall study status
Completed

Last Edited
02/12/2024

Condition category
Other

[_] Prospectively registered
[X] Protocol
[_] Statistical analysis plan
[_] Results
[_] Individual participant data
[_] Record updated in last year

Plain English summary of protocol

Background and study aims
The issue of patient non-attendance or tardy cancellation of appointments is a prevalent challenge for healthcare facilities. These occurrences, commonly labeled as ‘no-shows’, have significant implications for financial costs, treatment progression, and patient waiting periods. This study aims to build a predictive model for no-show for patients in forensic mental health, to implement the model in clinical practice, and to determine if phone call reminders, for the group with a considerable predicted risk of no-show at the next appointment, lead to a reduction in no-show occurrences.

Who can participate?
All appointments for participants who received outpatient treatment at Transfore.

What does the study involve?
A no-show prediction model for outpatient forensic mental health care will be developed. This model will be implemented and tested in clinical practice using data. The six outpatient forensic locations of Transfore, part of the Dimence Groep, will be divided into two different groups. One group, consisting of two locations (Enschede and Zwolle), will implement the model and patients with a high risk of missing their appointment will receive a reminder phone call. These reminder calls are made two days in advance. In the other group, no information is shared about patients with a higher risk of no-show and no intervention is applied.

What are the possible benefits and risks of participating?
Participants may receive a reminder phone call with the opportunity to reschedule their appointment.

A possible risk is that the patient receives an unjustified reminder phone call.

Where is the study run from?
The Dimence Groep, Institute of Mental Health

When is the study starting?
September 2022 to December 2025. 14/09/2022 - Start date for building the predictive model. 25/11/2024 - Start date for testing the model in clinical practice.

Who is funding the study?
The Dimence Groep

Who is the main contact?
Erik de Groot, e.degroot@dimencegroep.nl

Contact information

Type(s)
Public, Scientific, Principal investigator

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Additional identifiers

Clinical Trials Information System (CTIS)
Nil known

ClinicalTrials.gov (NCT)
Nil known

Protocol serial number
DimenceGroep2024NoShow

Study information

Scientific Title
Predictive modelling of no-show in outpatient forensic mental health care: a machine-learning approach.

Acronym
REDUCING

Study objectives

Reminder phone calls to patients with a high predicted risk of no-show at their next appointment will significantly reduce the number of no-show occurrences in outpatient forensic mental health care.

Ethics approval required
Ethics approval required

Ethics approval(s)
approved 14/11/2024, Scientific Research Committee of Dimence (Burg. Roelenweg 9, Zwolle, 8021EV, Netherlands; +31 038 456 58 51; onderzoek@dimencegroep.nl), ref: CWO/EdG112024

Study design
Interventional sample study

Primary study design
Interventional

Study type(s)
Treatment

Health condition(s) or problem(s) studied
Preventing no-shows in patients in outpatient forensic mental health care.

Interventions
Patients whose appointments are recorded as not cancelled at the time of the calls and whose predicted risk of no-show is at least 0.50 receive a reminder phone call. These reminder calls are made two days in advance. Reminder calls scheduled on Saturday and Sunday are combined with those on Friday. A call script is developed to ensure uniformity in reminder phone calls. A successful phone call is defined as one in which the caller converses with the patient regarding the appointment with a maximum of two attempts. The outcomes related to the appointment reminder (i.e., whether the patient is reached, appointment cancellation or rescheduling, appointment attendance) are registered.

Intervention Type
Behavioural

Primary outcome(s)
Patient attendance at an appointment, defined as 1) attendance and 2) no-show (the patient not attending the appointment or the patient cancelling the appointment less than 24 hours before the appointment), measured using data collected in the clinic’s electronic health record system one day after the appointment

Key secondary outcome(s))
There are no secondary outcome measures

Completion date
31/12/2025

Eligibility

Key inclusion criteria
All appointments for participants who received outpatient treatment at Transfore between the earlier mentioned period were included.

Participant type(s)
Patient

Healthy volunteers allowed
No

Age group
Adult

Lower age limit
18 years

Sex
All

Key exclusion criteria
Exclusion criteria were appointments that were cancelled by the therapist or the patient more than 24 hours before the appointment and crisis appointments.

Date of first enrolment
25/11/2024

Date of final enrolment
01/06/2025

Locations

Countries of recruitment
Netherlands

Study participating centre
Dimence Groep
Nico Bolkesteinlaan 1
Deventer
Netherlands
7416 SB

Sponsor information

Organisation
Dimence

ROR
https://ror.org/010jxjq13

Funder(s)

Funder type
Hospital/treatment centre

Funder Name
Dimence Groep

Results and Publications

Individual participant data (IPD) sharing plan
The datasets generated during and/or analysed during the current study are not expected to be made available due to the current data policy of the study organisation.

IPD sharing plan summary
Not expected to be made available

Study outputs

Output type	Details	Date created	Date added	Peer reviewed?	Patient-facing?
Participant information sheet	Participant information sheet version 1.0	11/11/2025	11/11/2025	No	Yes
Protocol file		20/02/2024	22/11/2024	No	No