

Time spent waiting for treatment robs the economy of workers, both patients and caregivers. In this study, the cost of waiting — or the cost of time — is measured by the cost of labour. Labour is an increasingly scarce resource in Canada, with labour shortages evident in many occupations and regions across the country.

61,000 patients a day miss their GP appointment: Lost time costs NHS £300million and is equivalent to a year's work for 1,300 doctors

- GPs say missed appointments are a 'plague' and becoming more common
- Many patients find by the time the day comes round they are no longer ill
- Some campaigners want patients fined £20 with repeat offences struck off
- Waiting times at some of the worst-affected surgeries are up to four weeks

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PUBLISHED: 22:54 GMT, 17 June 2015 | UPDATED: 23:21 GMT, 17 June 2015



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More than 61,000 GP appointments are being wasted every day by patients not bothering to turn up, research suggests.

The lost time is equivalent to a year's work for 1,300 doctors and costs the NHS more than £300million annually.

economic cost of waiting for treatment across these 4 priority areas in 2007 was an estimated \$14.8 billion, which in turn lowered federal and provincial government revenues by \$4.4 billion.

These estimates are, however, just the tip of the iceberg. There are about 6000 patient-doctor categories, with wait times for medical appointments, diagnostic testing, specialist visits and treatment. Wait times for emergency, paediatric, psychiatric and at-home care are all of concern to Canadians. The total economic cost of waiting for medical care is clearly large by any standards. The health and timely treatment of Canadians should, therefore, be considered a key component of our economic strategy and of critical importance to our future prosperity.



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The "Why" - Unfilled Appointments: Major Inefficiency

>**30%** of appointments with Healthcare Providers are missed or require re-scheduling.

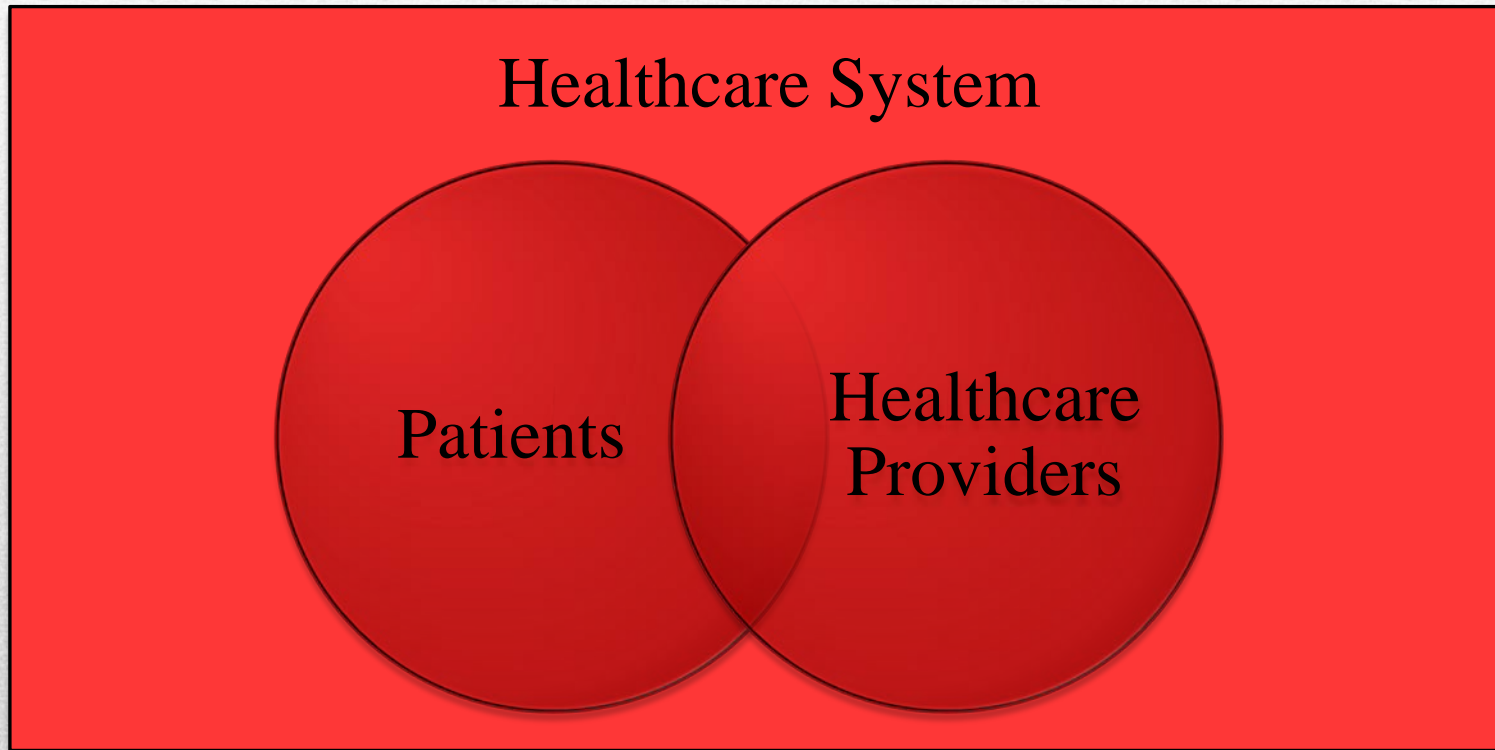
- *Increased wait times* (the major complaint among patients) and inefficient access
- *Administrative burden* (hours are spent phoning patients to fill appointments on short notice, often unsuccessfully)
- *Lost revenue and wasted resources*

with major consequences

-A digital health opportunity-



To provide a *secure, easy to use, cost-effective, and fair* solution to minimize the impact of cancelled appointments on patients, healthcare providers, and healthcare systems worldwide.



CancellationSpot.com - Vision



- ✓ Over 1000 patients have used CancellationSpot.com
50% of those invited signed up
- ✓ Several hundred appointments have been broadcasted
- ✓ The success rate for filling an appointment is ~95%
- ✓ Admin time reduced from ~1 hour to few seconds
Vast majority of the time clinic receives a single phone call
- ✓ Patients who get in via CancellationSpot.com have
~70% shorter waiting time
- ✓ Resources and money saved

Pilot Data – SUCCESS!



Direct offering to a group physicians

CS offered to Physiatry colleagues across Canada
(We know they have the same issues)

~ 400 colleagues received an invitation from our national specialty organization to use CancellationSpot.com free of charge

Set up a vendor booth at our National Conference
– no major uptake



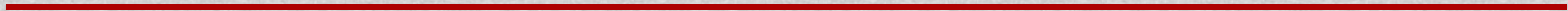
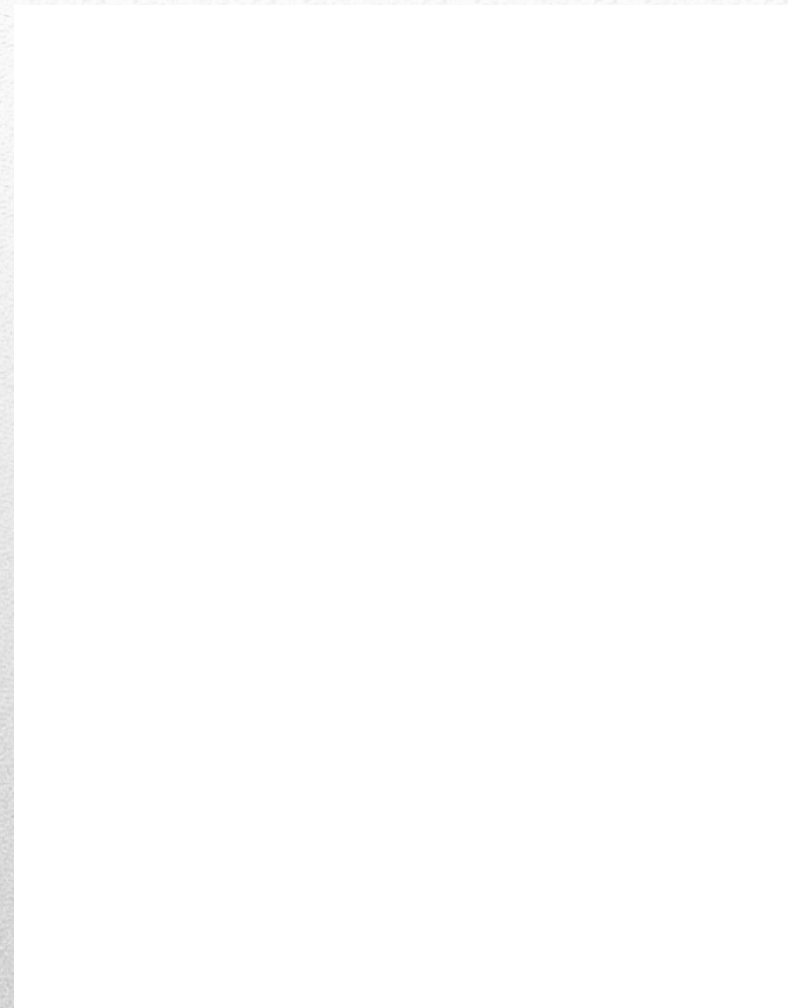
Create awareness

Create dialogue by supporting a public education campaign via MD offices

-mailout to 200

Blogged about the effect of cancelled appointments via social media.

Seen by 60,000 people on Facebook.





Engage organizations with a shared purpose

Call to action for large scale improvement

Canadian Medical Association

Wait Time Alliance Canadian Healthcare

Alberta Medical Association



Engage with Change Leaders (Canada)

Health Technology Assessment and Innovation, Alberta

Infoway ImagineNation Challenges were not looking for our type of solution this year

Business Optimization Team at Glenrose Rehabilitation Hospital has been extraordinarily supportive

Igniting Change Quality Summit 2015 (coaching, networking)

Potential Success



Engage with Change Leaders (UK)

We were able to ascertain Greenlight Status from UK Trade & Investment which helps attract foreign business to the UK.

The UK seems to be ahead of us with respect to digital interaction with patients and have publicized the impact of missed appointment and we feel CS would fit in very nicely there, so we are keen to work with the NHS team and have readied CS for this inevitability.

Potential Success



Engage with Partners with a Similar “Why”

Building Novel Bridges

Other groups have a strong interest in improving healthcare office work flow and in keeping schedules full

EMR companies – working on integration with a large vendor

Clinic Managers Associations across Canada

Pharmaceutical companies – in discussion with companies

Potential Success



CancellationSpot.com addresses a vital healthcare inefficiency...
but healthcare provider uptake is slow,
high level support is difficult to pin down,
but patient uptake has been excellent.

We have realized that creating healthcare change is challenging...

In Summary