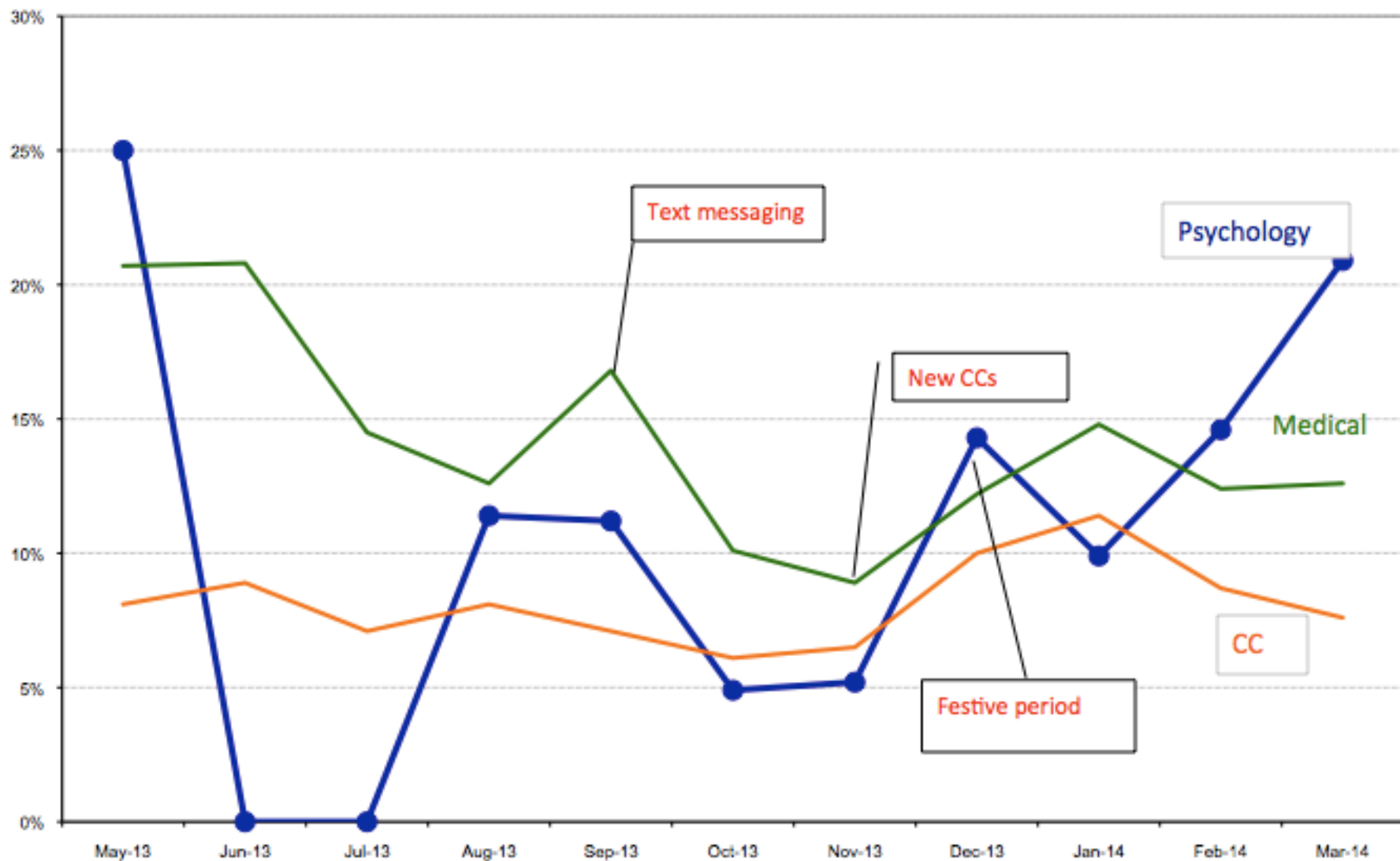
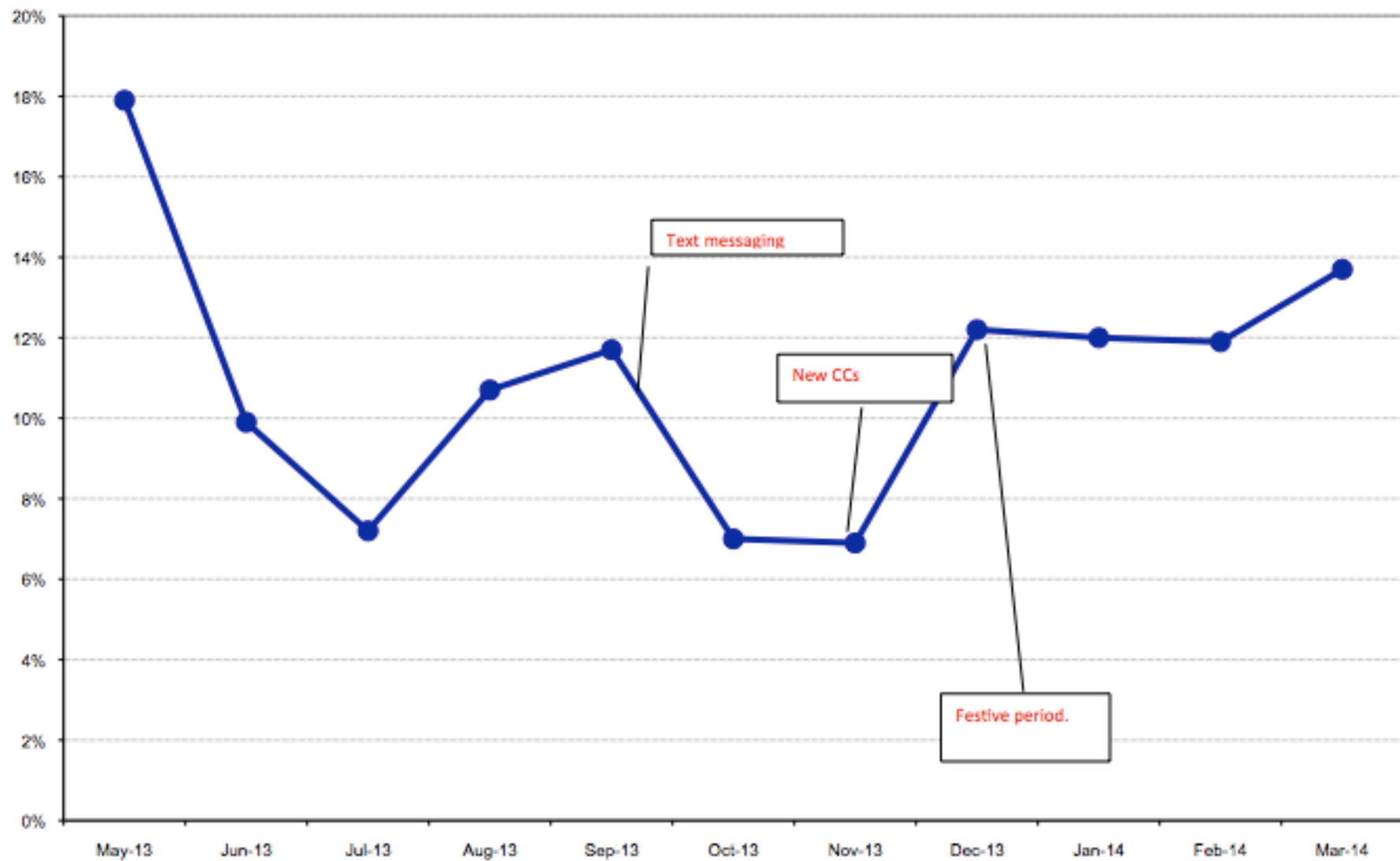


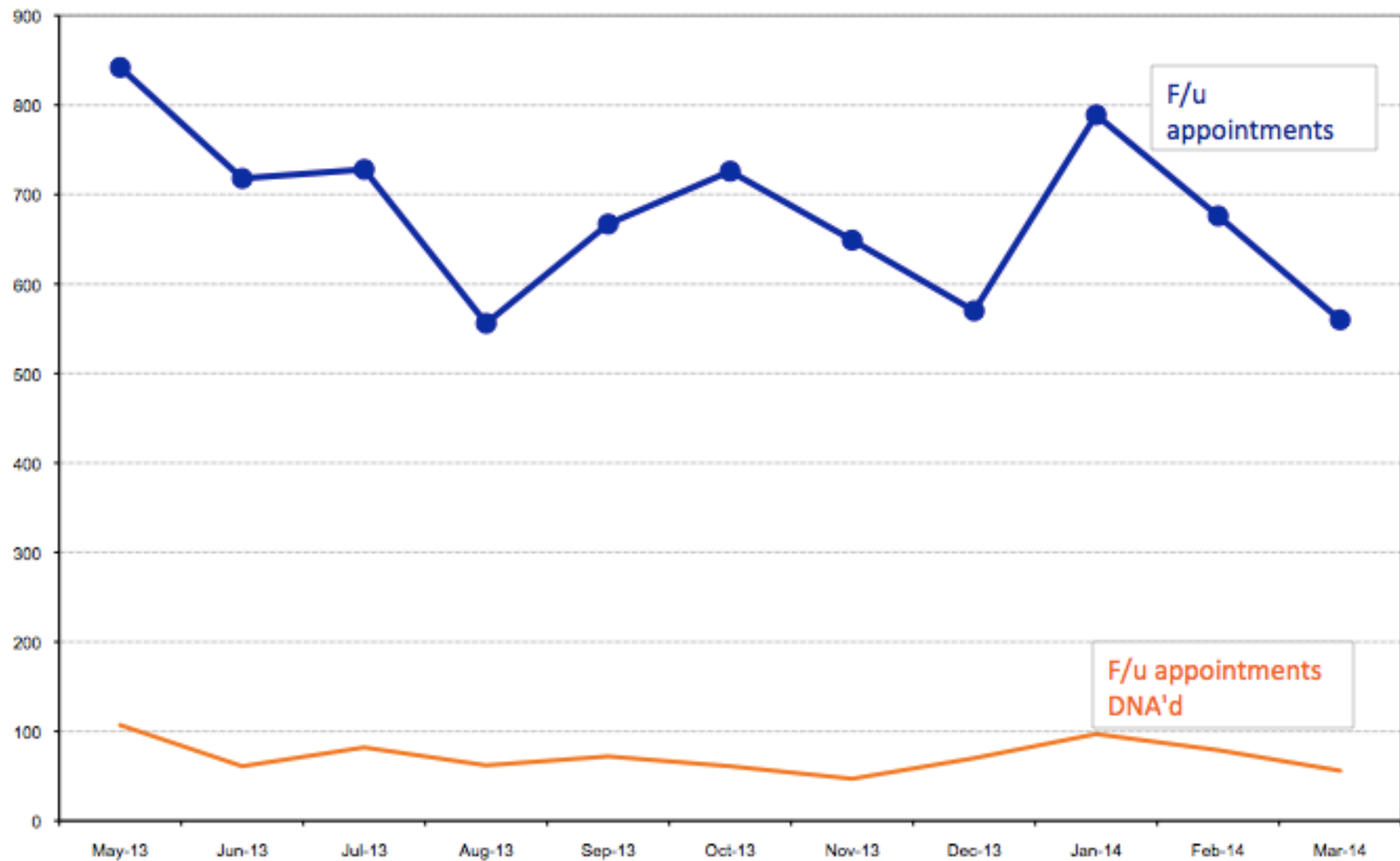
# DNA rates by team



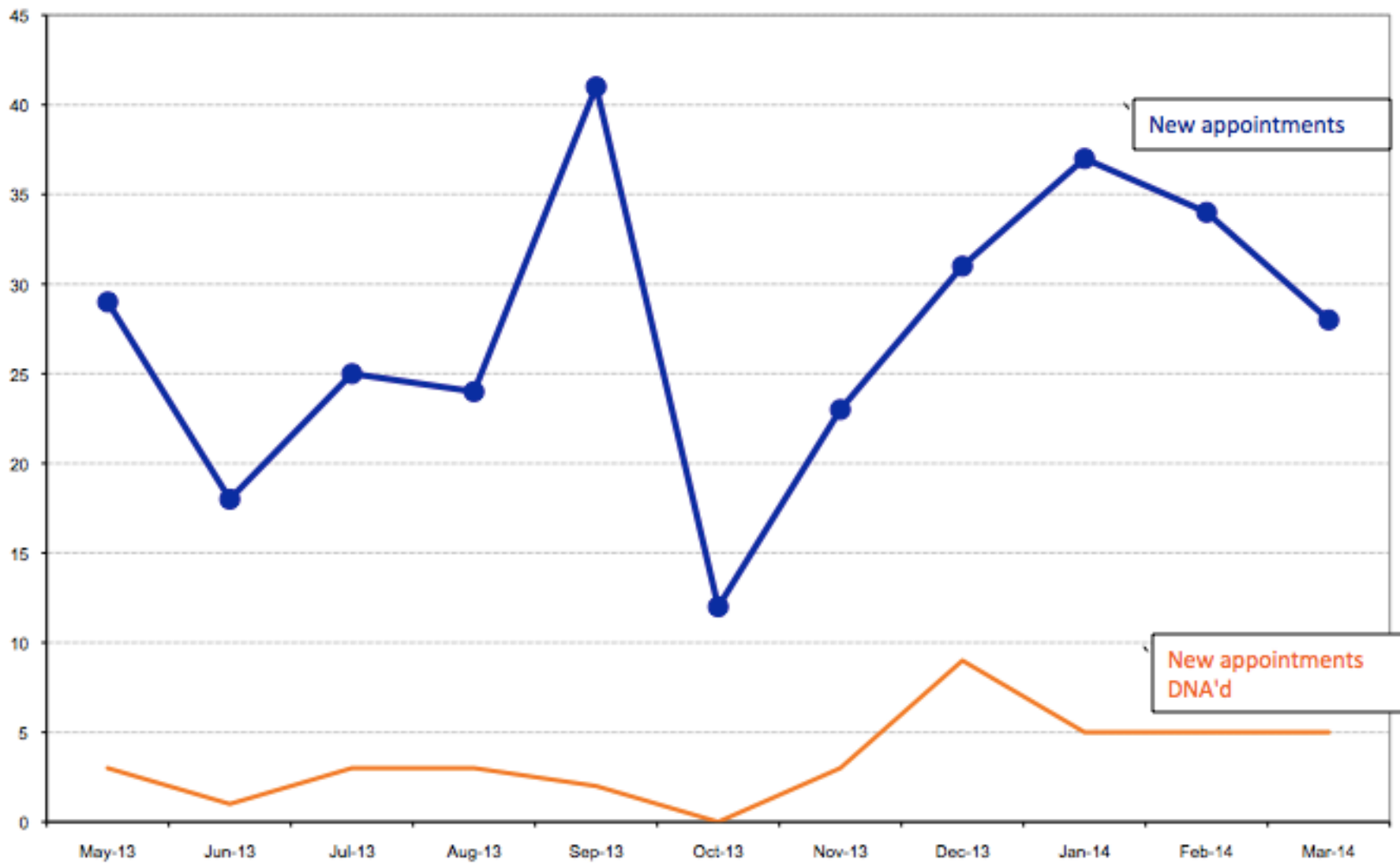
## Overall DNA rate



## Follow up contact



## New appointments



	Group A average DNA rate (before intervention)	Group B average DNA rate (after intervention)
Psychology	9.4%	11.6%
Care coordination	8.3%	8%
Medical	17.7%	11.8%
Overall	11.4%	10.6%

Table 1: Mean DNA rates before and after the intervention.

Group A: mean DNA rate of months May 13- June 13- July 13- August 13 and September 13.

Group B: mean DNA rate of months October 13- November 13- December 13- January 14- February 14 and March 14.

	Psychology mean DNA rate	Care coordination mean DNA rate	Medical mean DNA rate	Overall mean DNA rate
May 2013	25%	8.1%	20.7%	17.9%
June 2013	0%	8.9%	20.8%	9.9%
July 2013	0%	7.1%	14.5%	7.2%
August 2013	11.4%	8.1%	12.6%	10.7%
September 2013	11.2%	7.1%	16.8%	11.7%
October 2013	4.9%	6.1%	10.1%	7%
November 2013	5.2%	6.5%	8.9%	6.9%
December 2013	14.3%	10%	12.2%	12.2%

January 2014	9.9%	11.4%	14.8%	12%
February 2014	14.6%	8.7%	12.4%	11.9%
March 2014	20.9%	7.6%	12.6%	13.7%

Table 2 shows mean DNA rate by discipline over each month from beginning of the project until the end of it.