

Component Spotlight

DNA (Did Not Attend) Trends component

About the component:

This component allows end users to better understand the variation of DNAs across each specialty, doctor and clinic, and actively monitor any interventions. This component enables audits of recent DNA appointments to identify patients with high numbers of previous DNA's (over the past 2 years) to ensure that these patients are discharged where appropriate.

Who it's for: Nurse Unit Managers, Scheduling Officers, Administration Managers, Clinical Managers, Clinicians, Business and Finance Managers and Service Improvement and Project Officers.

Where you'll find it:

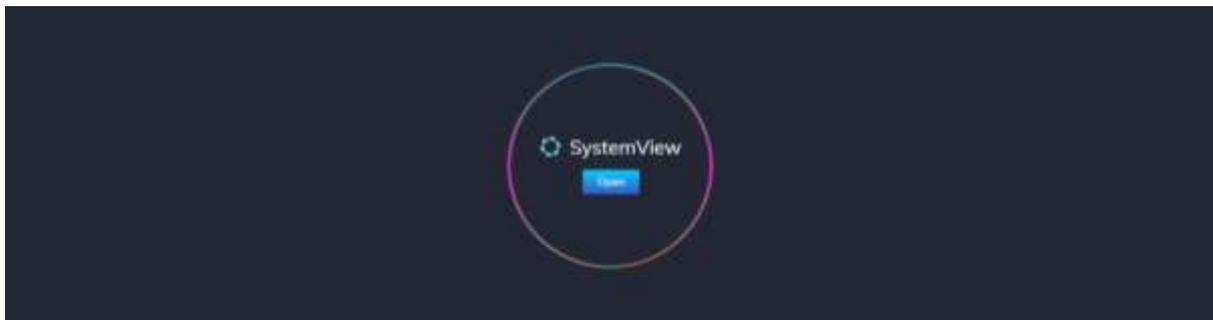
SystemView > Explore > Outpatients > Clinic Effectiveness > DNA Trends.

Data refresh rates:

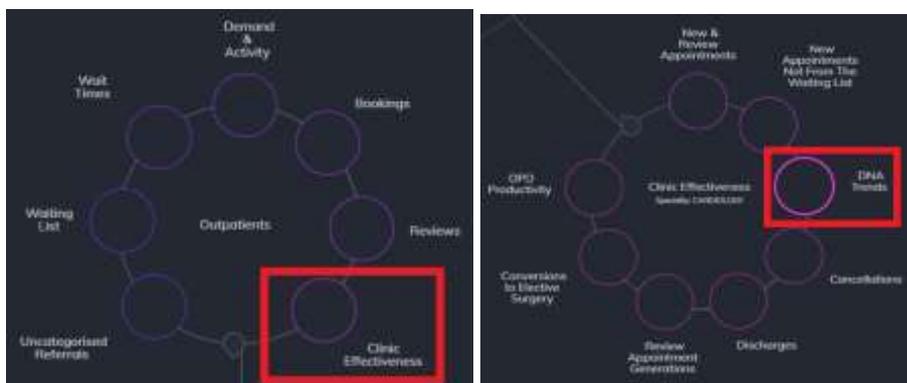
The data within this component updates every morning.

Step 1.

Sign in to SystemView using your current hospital credentials and password.



Step 2.



Navigate to Explore > Outpatients > Clinic Effectiveness > DNA Trends.

Step 3.



'Pop-up' hospital, specialty selection and **Referrals by Specialty – Top 20** chart displays an overview of referrals by specialty.

Selecting a hospital, specialty by filter or cohort bar in this chart will open further charts and analysis within this component.

Step 4.



Apply drop-down filters **at the top of the page to refine the data.**

Patient List – select the button located alongside the filters at the top of the component. Patient details includes an exportable table that updates daily and once activated, can be saved and referenced in **Interact – MyLists or MyHubs**.

Step 5.



Summary tiles display the average Productive appointments and Did Not Attend (DNA) (by number and %) per week.



Productive Appointments and DNAs Trend chart displays the number of productive appointments in comparison to the number of DNA appointments over a rolling 52-week period.

Selecting a bar in this chart will generate further analysis for individual doctors and clinics or days and times of the week.



Productive Appointments and DNAs by Doctor and calendar view charts display a summary of productive activity and DNAs by clinician and their corresponding clinics in a calendar view.

Selecting a clinician or calendar slot in these charts will generate further analysis for clinic activity.



Productive Appointments and DNAs by Clinic and Trend charts display a summary of productive activity and DNAs by clinic and their corresponding clinics trended over the previous 12 months.

Selecting a clinic will filter the Trend and selecting a date bar in the Trend chart will open a patient table with individual appointment details, including status and other information related to the activity and number of review and DNAs for individual patients over the past 2 years.



DNA (%) Trend chart displays a summary of the total DNAs as a % trend and includes an overall average for the previous 52 weeks.