

FTA/DNA Trends

FTA Trends tracks **Fail to Attend/Did Not Attend** trends for both new and review appointments across specialties. Users can drill down to specific weeks, doctors, and clinics, viewing patient-level details, including the number of FTAs each patient has had in the past 2 years. This component helps understand FTA variations across specialties, doctors, and clinics, while enabling audits of recent FTA appointments to identify and appropriately discharge patients with high numbers of FTAs.

Please note: This component may display as **DNA Trends** in your environment.



Filtering

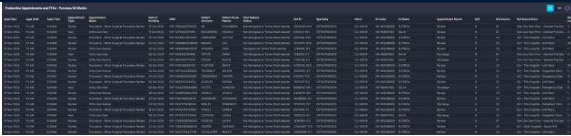
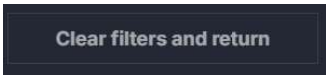
The following noteworthy options are available in this component's **Filter Bar**:

Filter	Description	Filter	Description
Doctor	Allows narrowing down of the component to a specific doctor, providing a view of future booked appointments for that doctor only.	Appointment Mode	Refers to type of appointment booked. Select single, multiple or all Appointment Mode . Examples include In Person , Telehealth , Phone .
Clinic Code	Allows narrowing down of the component to a specific clinic, providing a view of previous trends for that clinic only.	Days of Week	Allows filtering of the component to show previous appointment trends for all days or specific days of the week only.
Appointment Type	Allows view of All appointments or New, Review or Other appointments only.	Appointment Time Slots	Allows filtering of the component to show previous appointment trends for all or AM, or PM time slots only.

Buttons

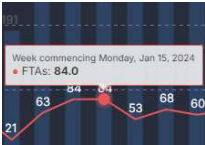
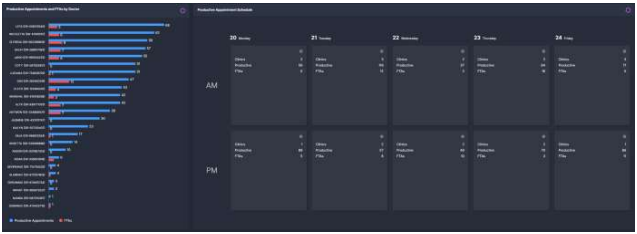
The following buttons are available in this component.

Button	Screenshot	Action
Patient List		Clicking button displays: Productive Appointments and FTAs – Previous 52 Weeks List of the filtered selection of outpatients with key details such as Appointment Type, Review Over Last 2 Year, FTAs Over Last 2 Years.

Button	Screenshot	Action
		
Clear filters and return		Clicking button returns component to initial component screen displaying the Metrics and Productive Appointments and FTAs Trend tiles only.

Interaction

The following interactions are available in this component.

Interaction	Screenshot	Action
Hover Over Chart		Hovering over a point in any of the charts in this component displays data point details.
Click on Chart	 	Clicking on a specific week in the Productive Appointments and FTAs Trend chart opens an in-depth visualisation of that week, broken down into doctor, daily schedule and clinic level.
Click on Table		Clicking on a specific session in the Productive Appointment Schedule chart will adjust the surrounding tiles and generate the subsequent charts.

Component Tiles

Tile	Screenshot	Explanation
Summary Metrics		Displays key metrics for the filtered selection of total productive* appointments and the amount of appointments that were failed to attend on average per week: - Total Productive Appointments - Total Failed to Attend Appointments - Percentage of scheduled appointments Failed to Attend <i>*Productive appointment is an appointment where a patient has been registered in the source system as having attended and departed the session or checked in and checked out for that visit.</i>

Tile	Screenshot	Explanation
Productive Appointments and FTAs Trend		Chart displays a historical analysis of the previous 12-month trend of Productive Appointments and Failed to Attend appointments. Tip: clicking on a specific week in this chart will open in depth visualisation of that week.
Productive Appointments and FTAs by Doctor		Displays a summary of Productive Appointments for the selected week by doctor and the proportion of Failed to Attend scheduled appointments each doctor had.
Productive Appointment Schedule		Displays a calendar view of the number of productive appointments and Failed to Attend appointments for the selected week. It is broken down into the days of week and AM or PM session. Tip: Selecting a session in this tile will apply a Days of Week filter to the entire component and generate the subsequent charts.
Productive Appointments and FTAs by Clinic		Displays a summary of Productive Appointments for the selected week by clinic and the proportion of Failed to Attend scheduled appointments each clinic had. Note: Clicking a bar on this chart will apply a Clinic Code filter for the entire component.
Productive Appointments and FTAs Trend (for Day of Week)		Chart displays a historical analysis of the previous 12 month trend of Productive Appointments and Failed to Attend appointments specific to the selected Days of Week filter. Tip: Selecting a week in this chart displays a detailed patient list of all the Productive Appointments and FTAs for the selected week and filtered selection.

