

Communication builds bridges

A Radiology Project



76%

What are we trying to accomplish?

How will we know that a change is an improvement?

What changes can we make that wil result in improvement?

To improve the rate of cancelled/delayed patient appointments in Radiology by 50% by 1st March 2024

Collate baseline data of number of appointment v total on time. Identify root causes of delays. Review data when interventions are introduced.

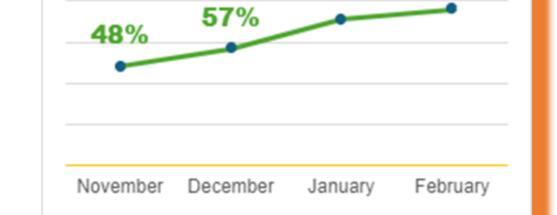
Allocate 12 Porters Radiology Allocation of Project Lead to oversee – Martyne Johnson New Team Leader Role

Act Plan

Study Do

Brief summary: Martyne met with Radiology to look at data which suggested 60% of patient appointments were either delayed or cancelled. At the time Radiology assumed Porters were responsible, Porters figures indicated the wards and Radiology were part of the reason. However, both departments were in agreement that they wanted to work together to reduce the delays. Working together and monitoring the data throughout the QI Project has shown a significant improvement with delays/cancellations as displayed in the graph below.

On time



Appointments on time

71%

Outcomes

- ✓ Care Better patient experience
- ✓ Cost savings More patients seen on time
- ✓ Communication Problems solved with a telephone call without the need of using DATIX
- ✓ Collaboration Better working relationship and understanding between Porters & Radiology
- ✓ Lessons learnt The success it has demonstrated to us is in a big hospital if it can work in one department, we can use this learning and QI Methodology in other areas.

The Portering Department