

XYZ Medical Center

Quality Improvement Activity Form

Department

Radiology

Problem Identified or Process to Change

Patient wait times

Reason for Change

During our departmental survey, have identified patient dissatisfaction with wait times. Patients are 43% satisfied with wait times. There is confusion as to why one person gets called back who arrived after another. Patients do not understand there are different modalities and different staff work/available for different patients at all different times.

Goals Expected from Change

Patients will be more satisfied with wait times when there is one. We expect to achieve 85% satisfaction with patient wait times.

Staff involved in Study and Development of Solutions

Susie Sunshine, Radiology Manager; Johnie B. Good, Radiology Tech; John Henry, Sono Tech

Changes Made/Date Implemented

05/22 – Group to meet to discuss ways to educate patients on different modalities with scripting for unit secretary or brochure, etc.
06/22 – Group developed scripting for unit secretary. Will try for remaining June and July then reassess satisfaction rates.

Result

Still developing