

Beverly MRI Scheduling

My Lahey Chart patient satisfaction, queue durations, and workflow outcomes

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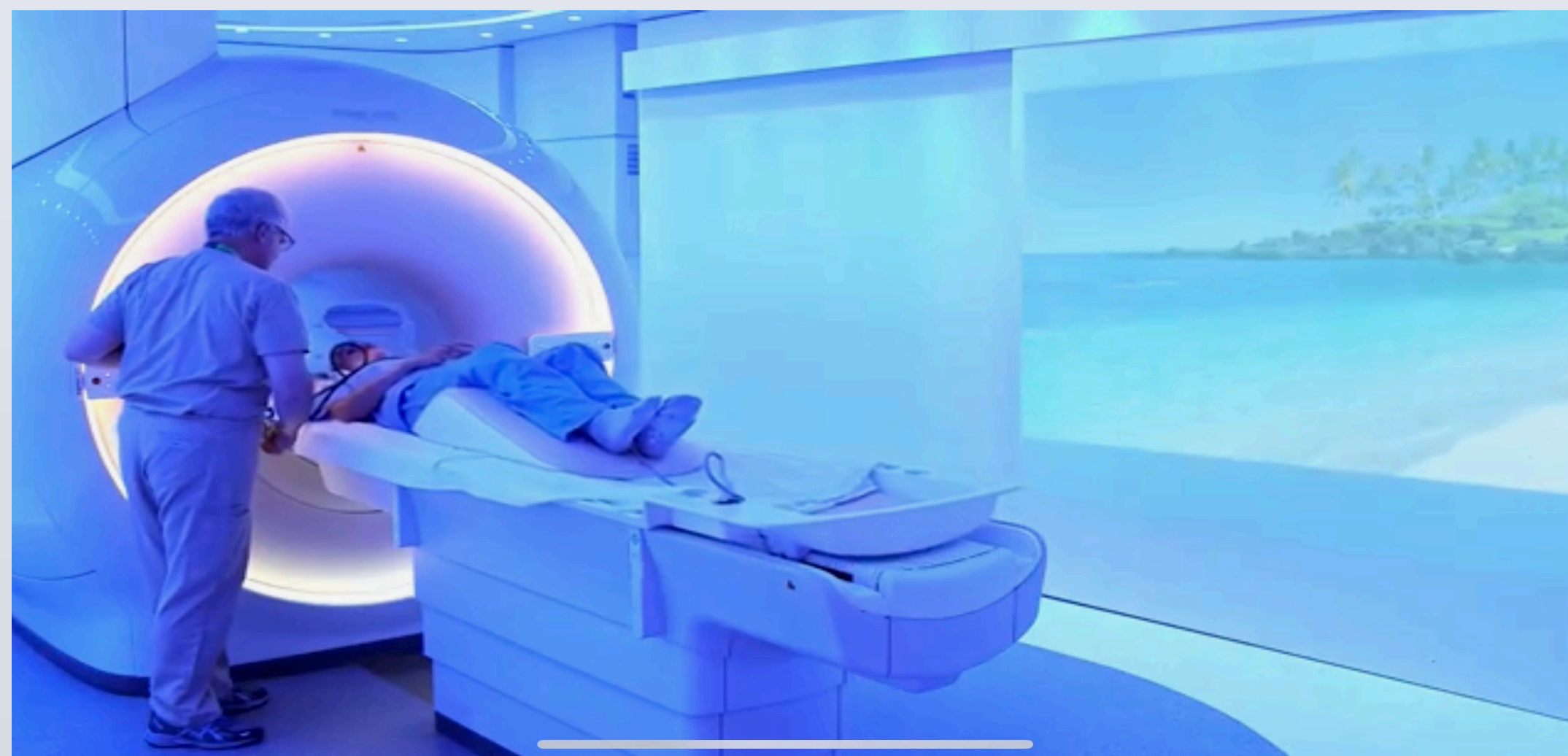
Healthcare Studies Department

Introduction

MRI scheduling and safety screening team works with Beverly Hospital and The Lahey outpatient center in Danvers to schedule and review needed questionnaires for MRI appointments.

Through MRI scheduling they:

- Staff schedule MRI appointments
- They research safety and dangers from metal fragments, or stents and implants in the body before going into the MRI machine
- They seek insurance approvals
- The staff goes through patient profile to establish past procedures and allergies to rule out risks
- Staff makes sure all patients are prescreened for safety



Project Objective

To reduce patients wait times, and improve office efficiency. To illuminate the issues that hinder office efficiency, it is essential to prioritize the significance of patients by implementing pre-screening questionnaires. This approach will not only enhance patient satisfaction but also foster a more streamlined daily work environment.

Related Literature

“Longer wait time after check-in (median 61.6 min versus 46.2 min, $P < .001$) were more likely to give negative ratings. The most common themes of free text feedback included excellent service (84.3%), on-time service (8.4%), and comfortable intravenous line placement (0.4%). Most common negative feedback included long wait times (10.5%), poor communication (8.4%)” (Parikh, 2024, para. 2)

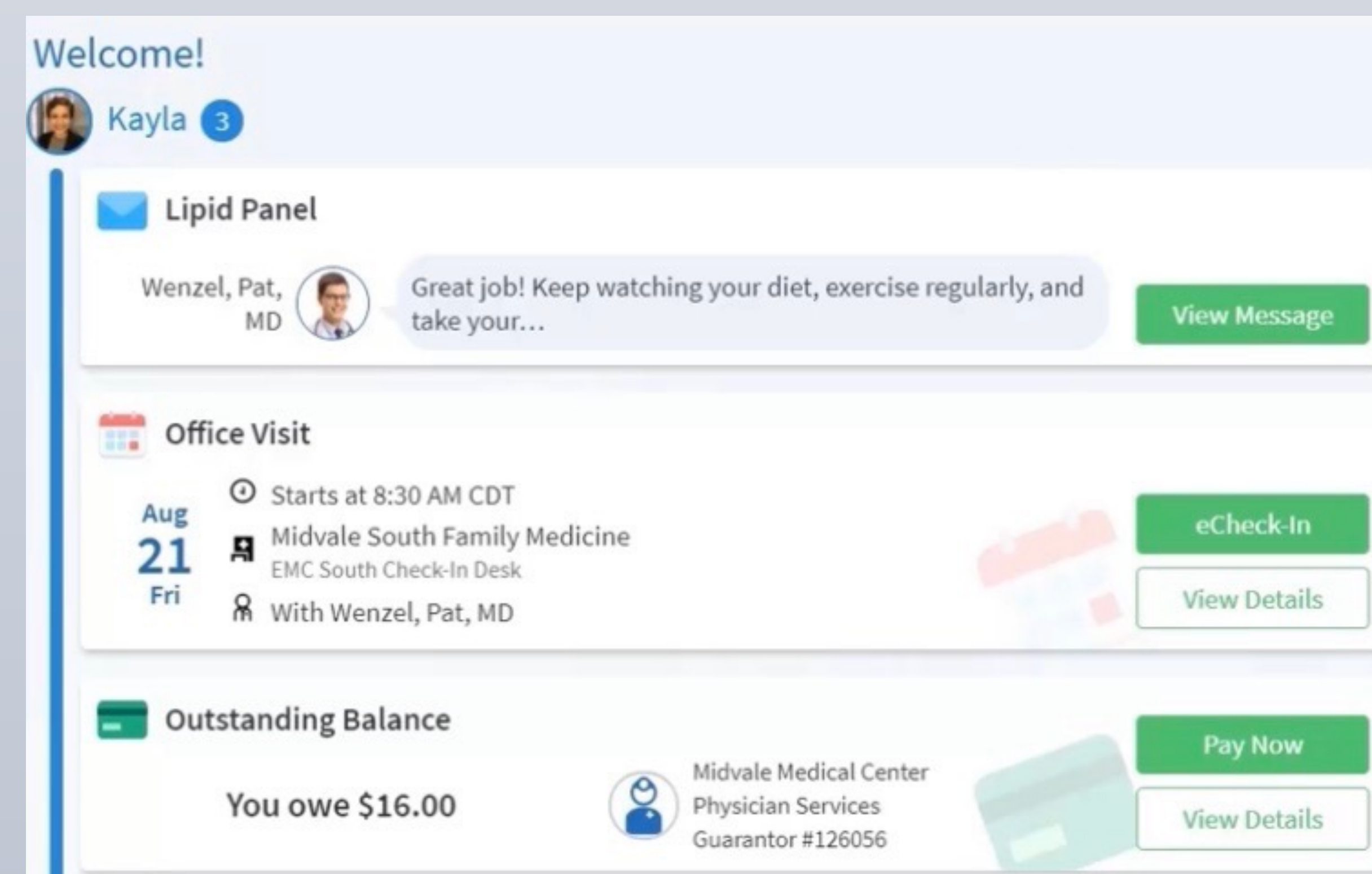
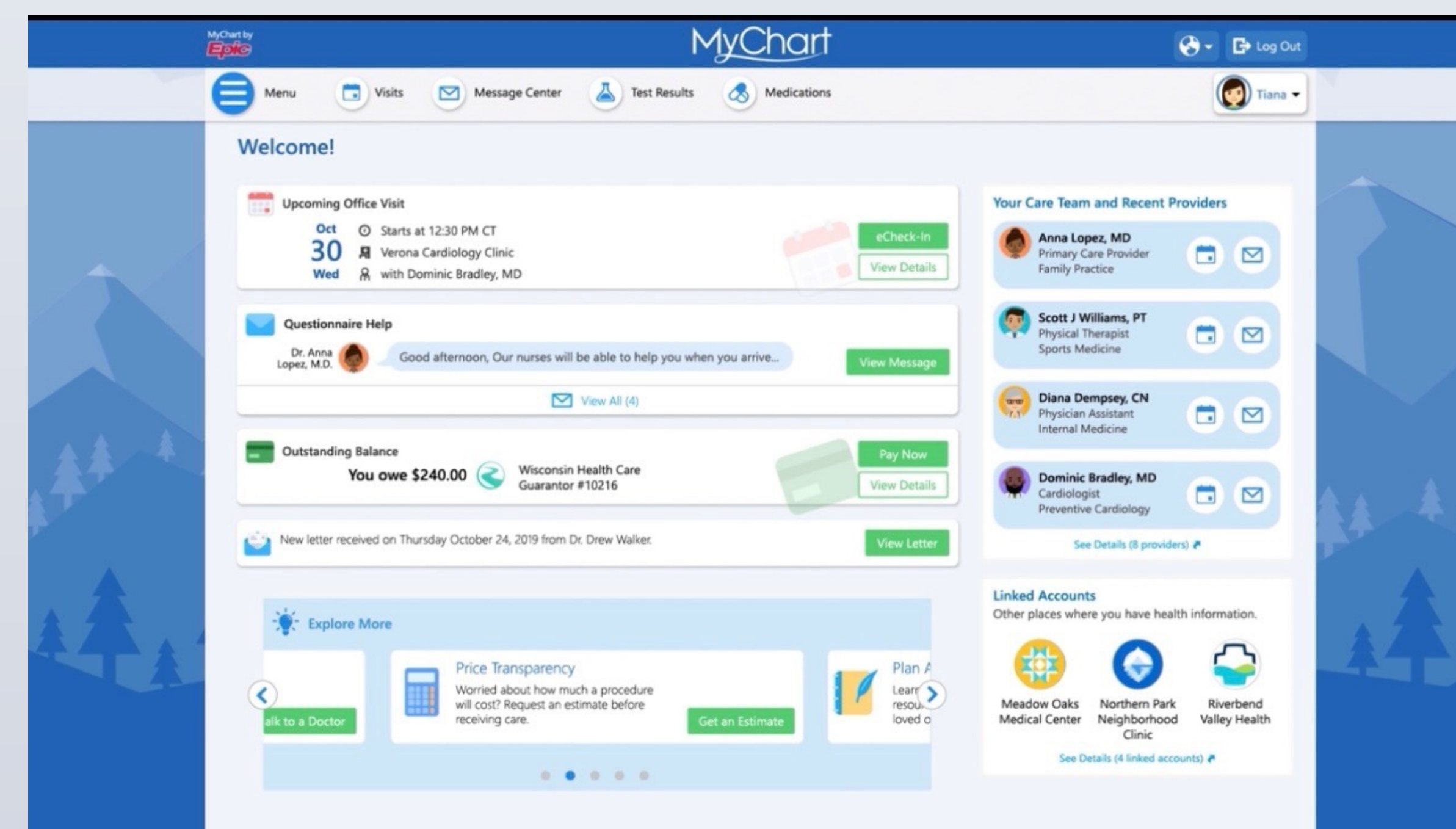
“Proactive patient management and effective communication with patients and referring physicians might have relevant time saving potential in the scan room.” (Ulrike, 2021, para. 3)

Acknowledgements

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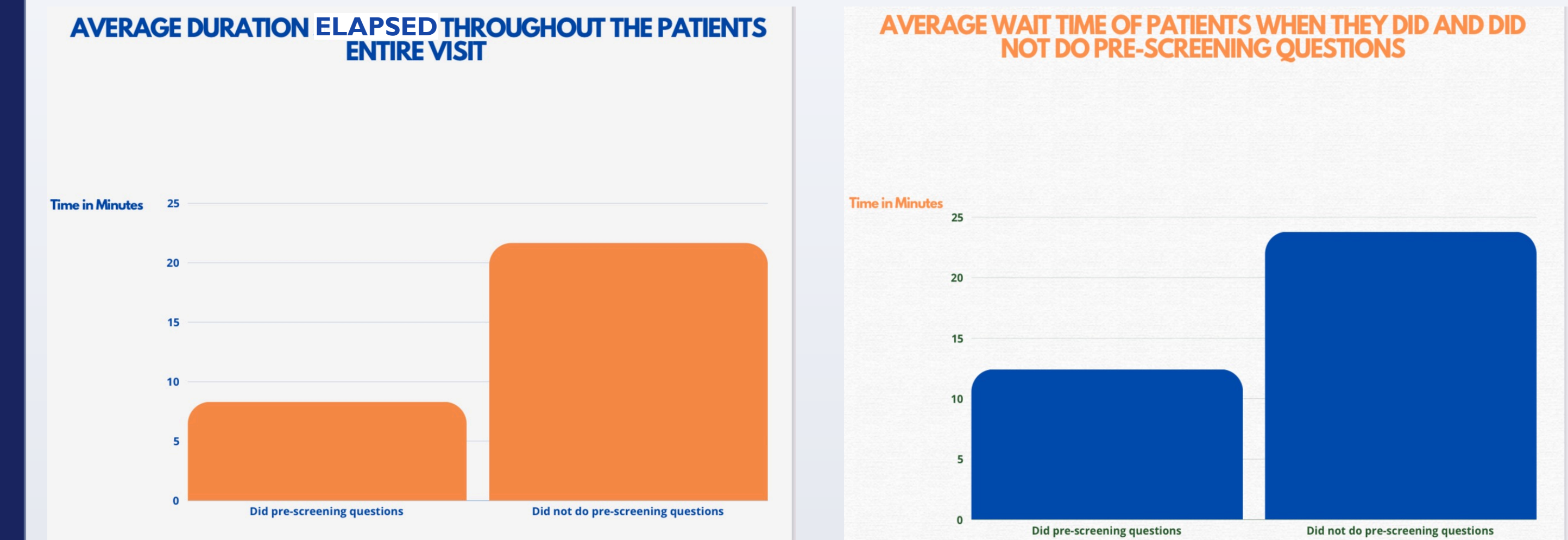
Materials & Methods

- Gathered patient prescreening questionnaire status
- Called patient or left a message reminding them of the importance of signing up for My Lahey chart, in correlation with filling out the questionnaire before their appointment
- Recorded waiting time for patients who haven't filed out the questionnaire prior
- Recorded waiting time for patients who had already filled out the questionnaire
- Checked to see how many patients have newly signed up for My Lahey chart
- Asked staff about efficiency in the facility



This is an example of the My Lahey chart system that MRI services is now using. The picture above shows how creating an account can optimize patient satisfaction by having all they need at hand. In the picture above you can see the option to fill out r-screening forms.

Data & Observations



- Graph A (Orange graph) showed the average duration surpassed throughout the patient's entire visit. The patients who did their pre-screening questions before their appointment that day had an average surpassed appointment time of about 8 minutes. While the patients who did not do their pre-screening questions, their appointment time would go over with about 21 minutes more than expected.
- Graph B (Blue graph) showed the average wait time of patients in the waiting room, prior to their appointment when they filled out their pre-screening forms, and when they did not. Patients who completed their pre-screening questions before their appointment on average sat in the waiting room for about 12 minutes. While patients who did not complete their pre-screening forms before their appointment, would sit in the waiting room on average for 24 minutes.
- Per the graph, one may notice the impact and setback that can occur when a patient does not fill out their pre-screening forms prior to their appointment. The efficiency of the work-place is shifted completely by one patient, making other patients' appointments less enjoyable.

Implications of the Study

- The purpose of this study was to show and address the importance of patients filling out their pre-screening questions before their appointment.
- During my time at MRI scheduling, I observed what restricted the workflow efficiency, and the most common contributor was pre-screening questions
- During my time at my site, I put a strong emphasis on the patients need to fill out the pre-screening form for their convince, as well as the staffs made a big difference
- 3/10 (30%) of the patients I talked to signed up for my Lahey chart, giving them access to do their pre-screening questions. Though it may not seem like a lot, if you look at the chart you can see that one patient can be responsible for delaying patients for the rest of the day.

References

Parikh, P., Klanderma, M., Teck, A., Kunzelman, J., Banerjee, I., DeYoung, D., ... & Yano, M. (2024). Effects of patient demographics and examination factors on patient experience in outpatient MRI appointments. *Journal of the American College of Radiology*, 21(4), 601-608.

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