

Implementation of a Radiology Patient Experience Council in an Academic Institution

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Purpose

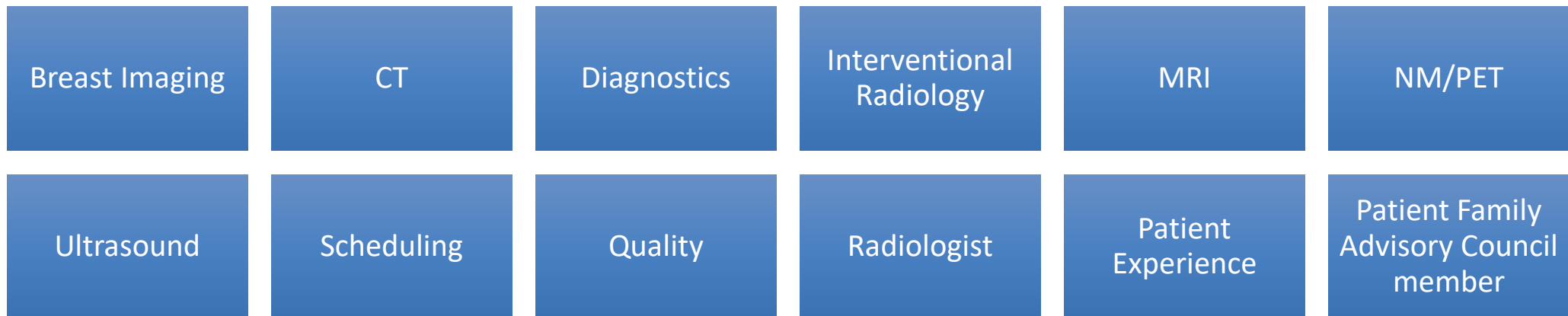
Patients' experience is an important performance measure of health care worldwide. Alongside measures of clinical effectiveness and patient safety, the patients' views of their experience and their satisfaction with care are now commonly used to judge the quality of care. Studies show that improving a patient's experience can provide important benefits to both the healthcare provider and the patient. Further, recently healthcare legislation and the associated payment reforms have shifted the focus from traditional fee for service models to value-based models where adding value is linked to improve quality metrics that are linked to patients' experience and outcome.

To address this need, our team implemented the Radiology Patient Experience Council with the primary objective of delivering patient-centered care and improving patient experience.

Methods

Starting in September 2022, a Radiology Patient Experience Council was created at the department of radiology of a tertiary academic health center in southern California, where over 326,000 imaging exams are performed annually.

We had representation from:



The council had an hour monthly meeting to review the Department National Research Corporation (NRC) Health data, prioritize patient-centered quality improvement initiatives, and discuss strategies to implement and sustain practice changes. Department NRC data were analyzed during May 2022 through August 2022, and patient feedbacks were categorized to determine action plans. We then performed literature review to guide the implementation of the initiatives.

The initiatives include:



improving communication to inform about delays



addressing perception of staff caring and professionalism



increasing comfort during exam



improving scheduling process

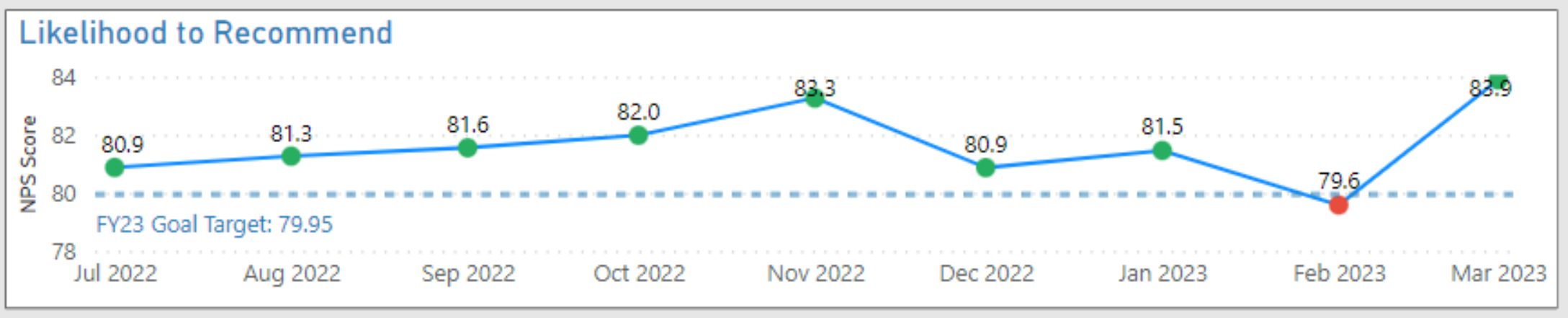


improving wayfinding experiences

Results

Some of our successful initiatives included determining service standards for the department, training staff on standardized scripting for communication delays and improving patients' comfort in our radiology environment. We have also discussed patient experiences about price transparency, scheduling as well as issues that concern the LGBTQIA+ community. There was an increase in likelihood to recommend the Radiology department from 81.3% in August 2022 to 83.9% in March 2023.

Likelihood to Recommend per month for FY 2023



Discussion

Keeping patient experience as a topic that is at top of mind is critical to improving the patient's experience. Having a dedicated council where the patient experience data is reviewed monthly by the radiology leadership team to ensure that appropriate patient-centric initiatives can be implemented to address patients' concerns and information can be disseminated to the radiology team members will help the entire department keep committed and accountable to improving patient care.