

Stanford University School of Medicine
RSNA 2016 – Quality Storyboard Exhibit


IMPROVING “A DAY IN THE LIFE” OF THE RADIOLOGY ADMINISTRATIVE ASSOCIATES

Disclosure Statement

- ▶ No Disclosures

Team Members

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Goal  **Stanford MEDICINE** | Radiology Improvement Team Education

To improve Admin Associate satisfaction and engagement with Department resources from current state of 5 to 8 by October 2015.


Stanford | *Help us improve the resources available to Radiology AA's by completing the survey below.*

In performing your job over the last week, how helpful were the currently available Department tools/resources (e.g. websites, colleagues, directories, web based tools, email updates etc.)?

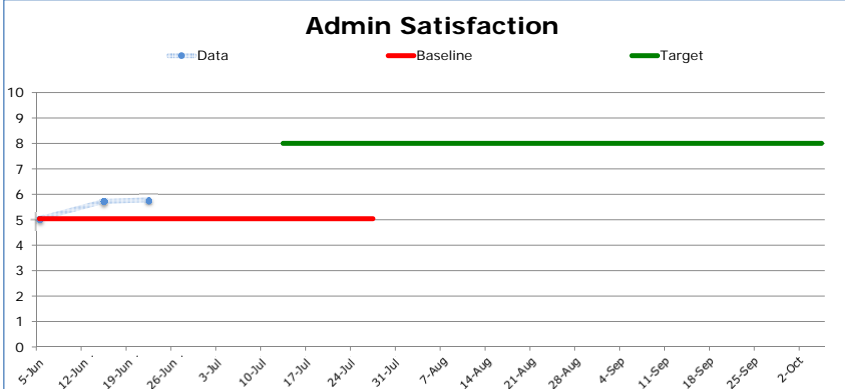
Not at all helpful 0 1 2 3 4 Somewhat helpful 5 6 7 8 9 10 Extremely helpful



Please provide any comments on what tools/resources are helpful, what tools/resources are missing, what tools/resources are frustrating.

Baseline  **Stanford MEDICINE** | Radiology Improvement Team Education

Admin Satisfaction



Ratings were from 1-10 (not at all helpful to extremely helpful). True North = 10

Background:

- 40 AA's, who support faculty
- Adjusting to new leadership
- Disparate locations, disconnected staff
- Resulting in high turnover

Baseline Polling

Current and former staff

Google

The question:
What would like to see improved in your work life?
What are your daily frustrations at work?

ebay



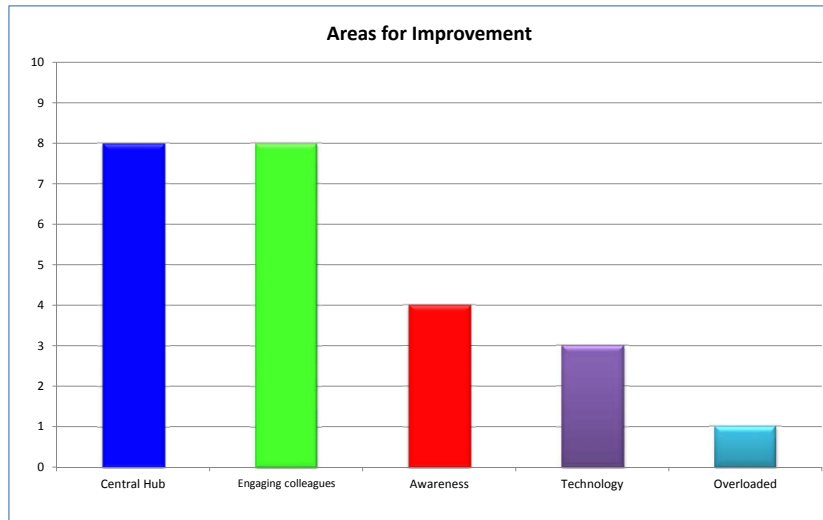
36 Audience

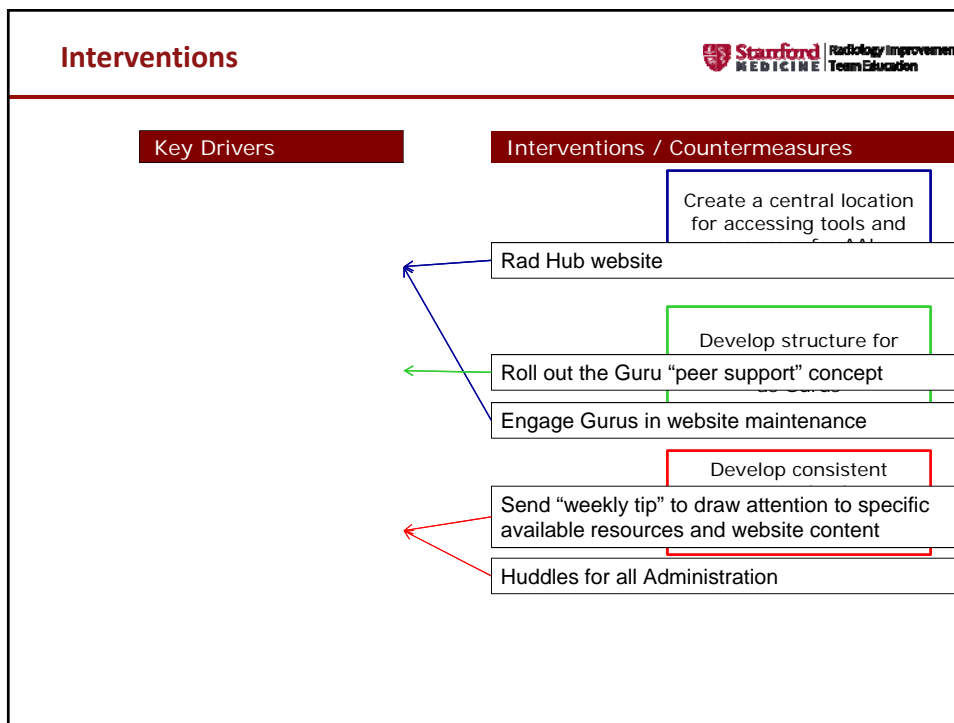
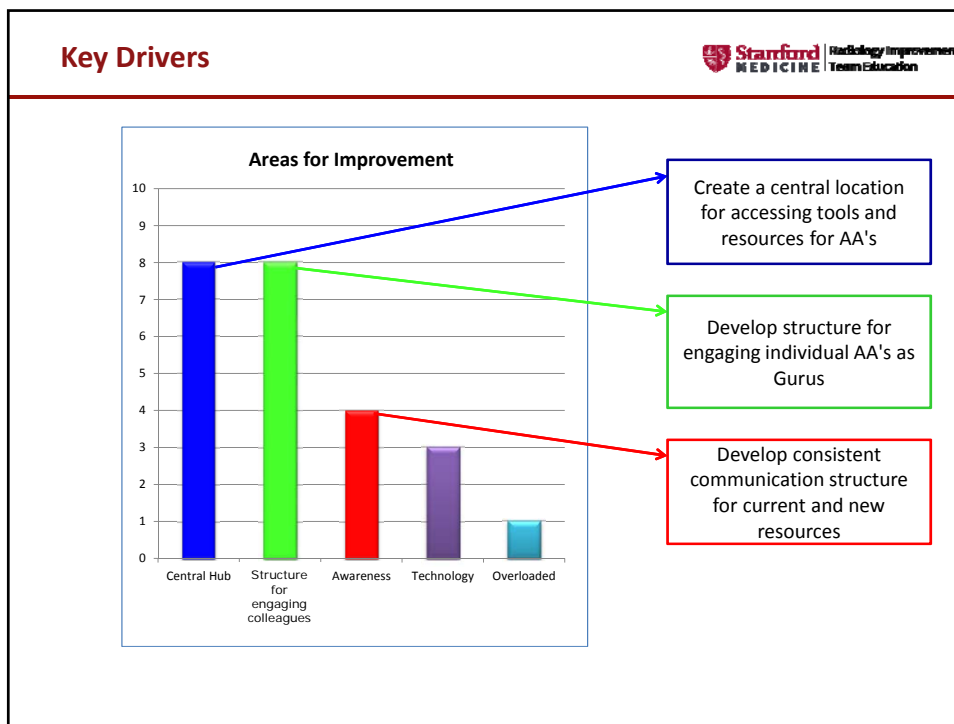
12 Answers

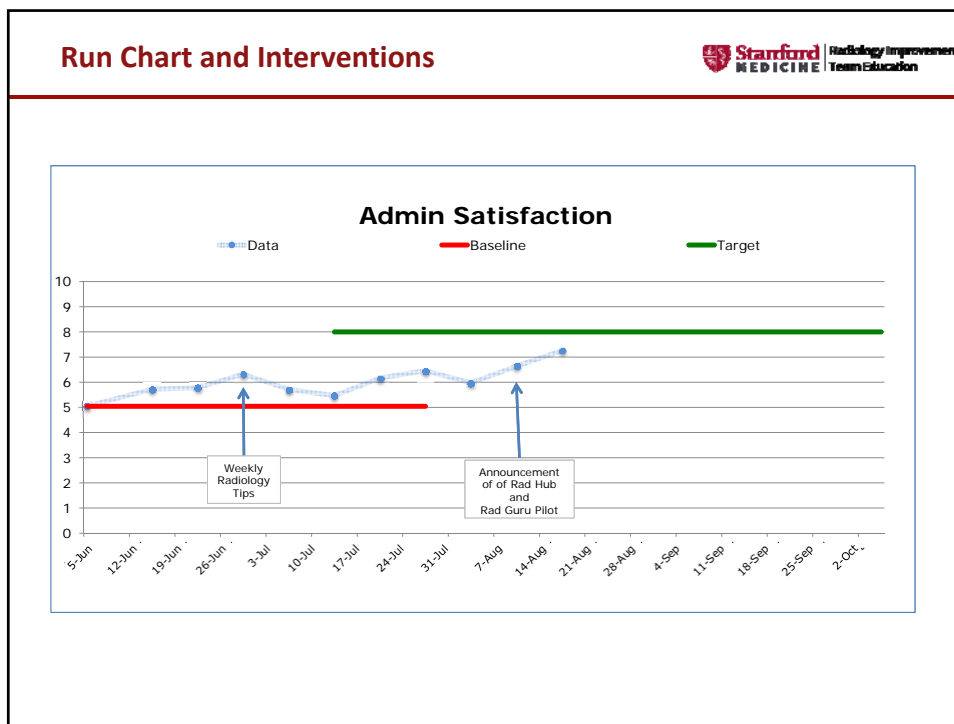
44 Votes

Analysis


Areas for Improvement







Intervention: Rad Hub Website


Stanford MEDICINE | Radiology Improvement Team Education

Rad Hub
Search this site

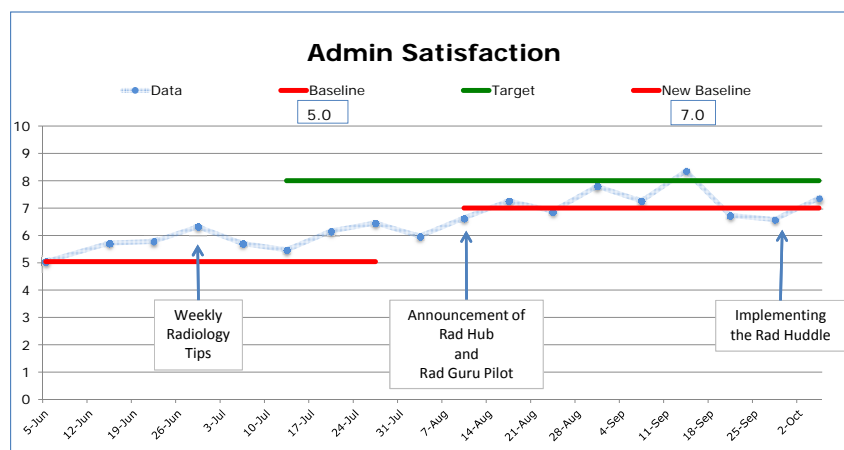
Rad Stuff Rad Tips Rad Gurus Rad Calendar	<h2 style="margin: 0;">Home</h2> <p>Welcome to Rad Hub, the Administrative Resource Website for the Department of Radiology in the Stanford School of Medicine. This is a central repository of documents and resources to aid the Stanford Radiology Administrative Associates, or anyone looking for department resources.</p> <p>Quick Links:</p> <table style="width: 100%; text-align: center;"> <tr> <td style="border: 1px solid gray; padding: 2px;">People</td> <td style="border: 1px solid gray; padding: 2px;">Conference Rooms</td> <td style="border: 1px solid gray; padding: 2px;">Biosketches and OS</td> </tr> </table> <p>All Links:</p> <table style="width: 100%; font-size: 0.8em;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> Badge Access Biosketches and Other Support Business Cards and Stationary Chytose Catering and Food Clark Center FAQ Conference Rooms CV Help Disposal and Recycling Donations and Gifts Dosimetry and Health Physics Faculty Affairs Faculty: Annual Evaluations Faculty: Quarterly Clin Calcs Faculty: Time Away Finance - general General Grants and Proposals Grant/Away/Edwards FAQ HIPAA Training and Policies Hospital FAQ Housekeeping International Visitors/Scholars/Faculty (Bechtel) Labcoats </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> Hospital FAQ Housekeeping International Visitors/Scholars/Faculty (Bechtel) Labcoats Licensing Logos and Brand Guidelines Lucas Center FAQ Mail Codes Mailing and Shipping Mailing Lists Maintenance and Repair Maps and Rad Tours Marguerite Shuttle Notary Public Onboarding Parking Patient or Insurance Inquiries P-Card People </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> Phones, Paging, Video teleconferencing Porter Drive FAQ Postdoc, Research Fellow, Appointments Printing Services Rad Calendar Rad Gurus Rad Tips Reimbursements and TCard ReportMart Research Scholar/Fellow Onboarding SciBa SiD (Hospital log-in) SmartMart Space Stanford Axes Stanford Institutional Facts Terms and Definitions Traveling from Stanford Traveling to Stanford Website Development and Maintenance </td> </tr> </table>	People	Conference Rooms	Biosketches and OS	<ul style="list-style-type: none"> Badge Access Biosketches and Other Support Business Cards and Stationary Chytose Catering and Food Clark Center FAQ Conference Rooms CV Help Disposal and Recycling Donations and Gifts Dosimetry and Health Physics Faculty Affairs Faculty: Annual Evaluations Faculty: Quarterly Clin Calcs Faculty: Time Away Finance - general General Grants and Proposals Grant/Away/Edwards FAQ HIPAA Training and Policies Hospital FAQ Housekeeping International Visitors/Scholars/Faculty (Bechtel) Labcoats 	<ul style="list-style-type: none"> Hospital FAQ Housekeeping International Visitors/Scholars/Faculty (Bechtel) Labcoats Licensing Logos and Brand Guidelines Lucas Center FAQ Mail Codes Mailing and Shipping Mailing Lists Maintenance and Repair Maps and Rad Tours Marguerite Shuttle Notary Public Onboarding Parking Patient or Insurance Inquiries P-Card People 	<ul style="list-style-type: none"> Phones, Paging, Video teleconferencing Porter Drive FAQ Postdoc, Research Fellow, Appointments Printing Services Rad Calendar Rad Gurus Rad Tips Reimbursements and TCard ReportMart Research Scholar/Fellow Onboarding SciBa SiD (Hospital log-in) SmartMart Space Stanford Axes Stanford Institutional Facts Terms and Definitions Traveling from Stanford Traveling to Stanford Website Development and Maintenance
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Intervention: Rad Gurus

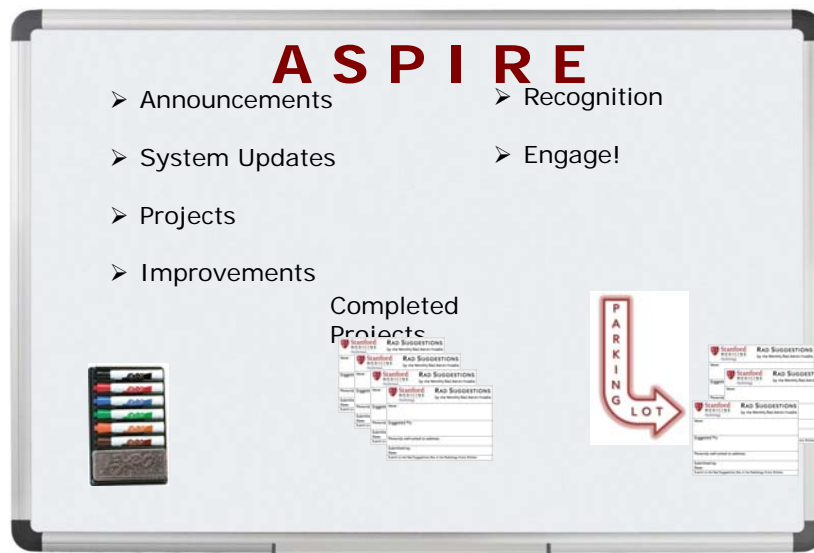


The Rad Gurus collectively make up a peer training and onboarding program that allow staff to schedule time with knowledgeable colleagues for everything from simple questions to focused training on specific subjects.

Run Chart and Interventions



Intervention: Rad Huddle



Intervention: Rad Huddle



Key Learning



1. Huddle concept can work with large, dispersed group
2. Test a pilot idea to make rapid change
3. Radiology Improvement Team Education (RITE) course and structure, as well as department support, critical to our success
 - Our Team and our coaches were essential
 - QI concepts can be applied to administration

References



Stanford Realizing Improvement through Team Empowerment (RITE) Program

Contact

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