Increasing the Value of Radiology Ultrasound Exams

Ultrasound Division, Department of Radiology
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Define

Ultrasound Quality Improvement

Chart

CTQ (Critical to Quality) TREE:

Communication Plan

US Guideline 2 Cost Reduction Quality Improvement Team

Communication plan

The Quality Improvement Service (QIS) Program was developed to enhance patient care and improve quality of care by implementing strategic initiatives to achieve responsible resource management. It enables the organization to maintain or improve efficiency, while maintaining quality.

Team Members

Staff

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Measure

Measures 2008 to 2009:

• Exam appropriateness
• Individual work style

Value

Exam Appropriateness

Improve

PDSA A: PSR rooming patients & sonographers history review in scan room

Cost Reduction Quality Improvement Team

PDSA B: Sonographer rooming

Analysis

Analysis

Identify & reduce or eliminate non value added activities, while maintaining quality.

Control

What is the customer willing to pay for?

US Operations – Patient Appointment Access

Final vs Baseline

Chart

Chart

Chart

Chart