

# Right Patient, Right Time



Before: "Scan *TODAY*" = 0700 – 2300 hrs  
 After: Triage by clinical indications & acuity  
 Result: Improved patient care & safety

## MRI Inpatient & Emergency Patient Triage

Lori Chipelski – Diagnostic Imaging Quality Department (Calgary)  
 Sandra Hovey, Teri Bomak & Dr. Peter Dickhoff – Rockyview General Hospital Diagnostic Imaging  
 David Schmidt – Alberta Children's Hospital Diagnostic Imaging

### BACKGROUND & OBJECTIVE

**Historically:** No process for prioritizing MRI Inpatient, Emergency patient requests. Target to complete within 24hrs of request. 68% of requests met target.

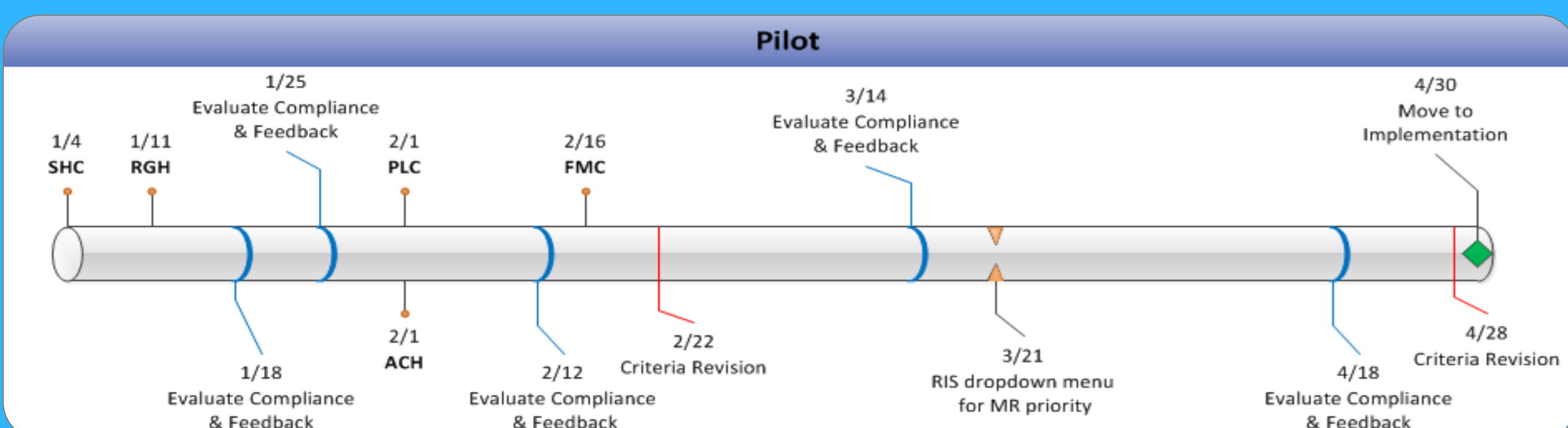
**QAR Recommendation:** To develop and implement a comprehensive ranking process, including indications and time parameters, for prioritizing Inpatient, Emergency Department MRI requests.

**Goal: Increase exams completed within prioritization timelines from 68% to 80% by June 2016**

*"This is a matter of great clinical importance, brought to light by a recent quality assurance review...I see this as a necessary step for patient safety."*

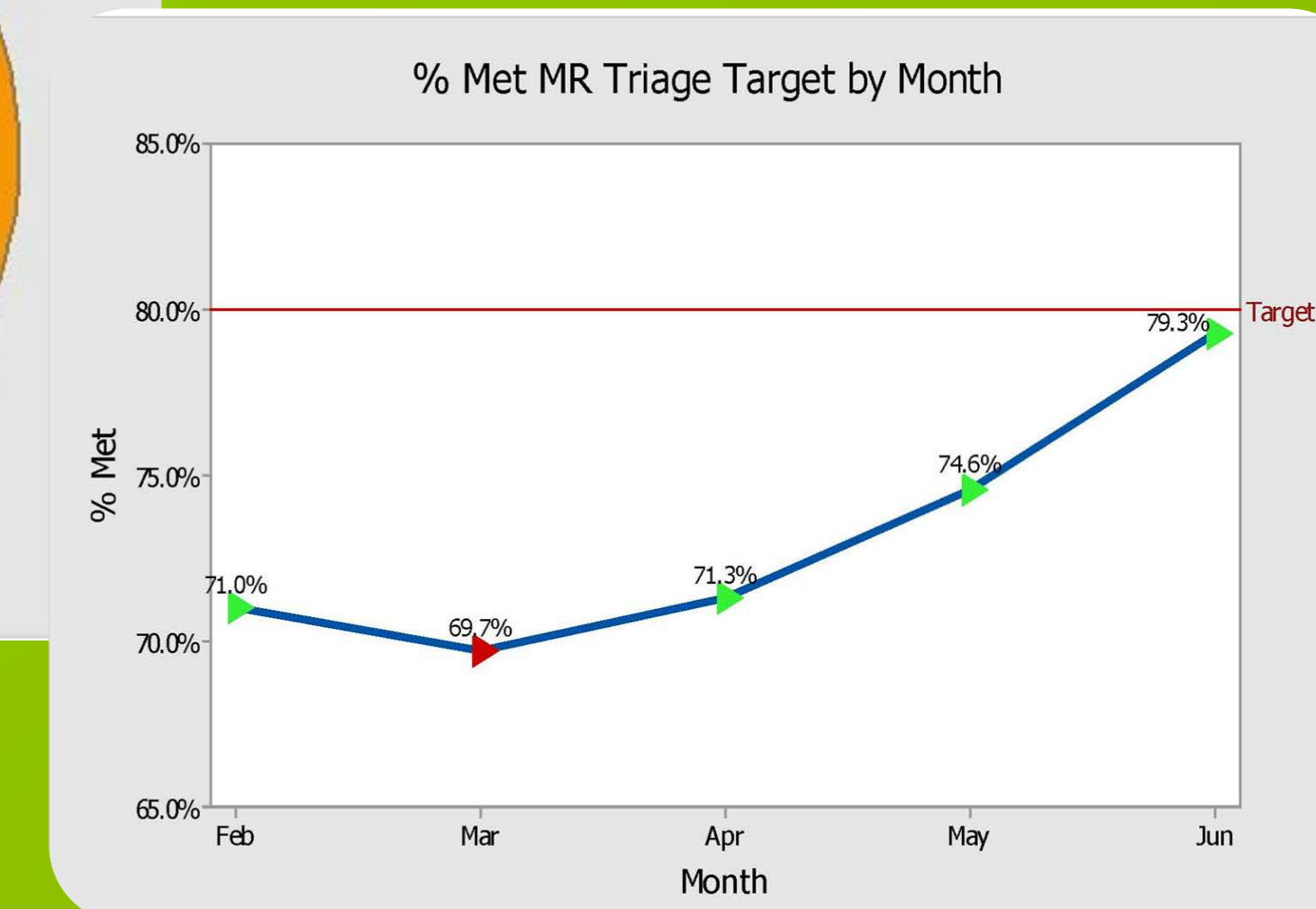
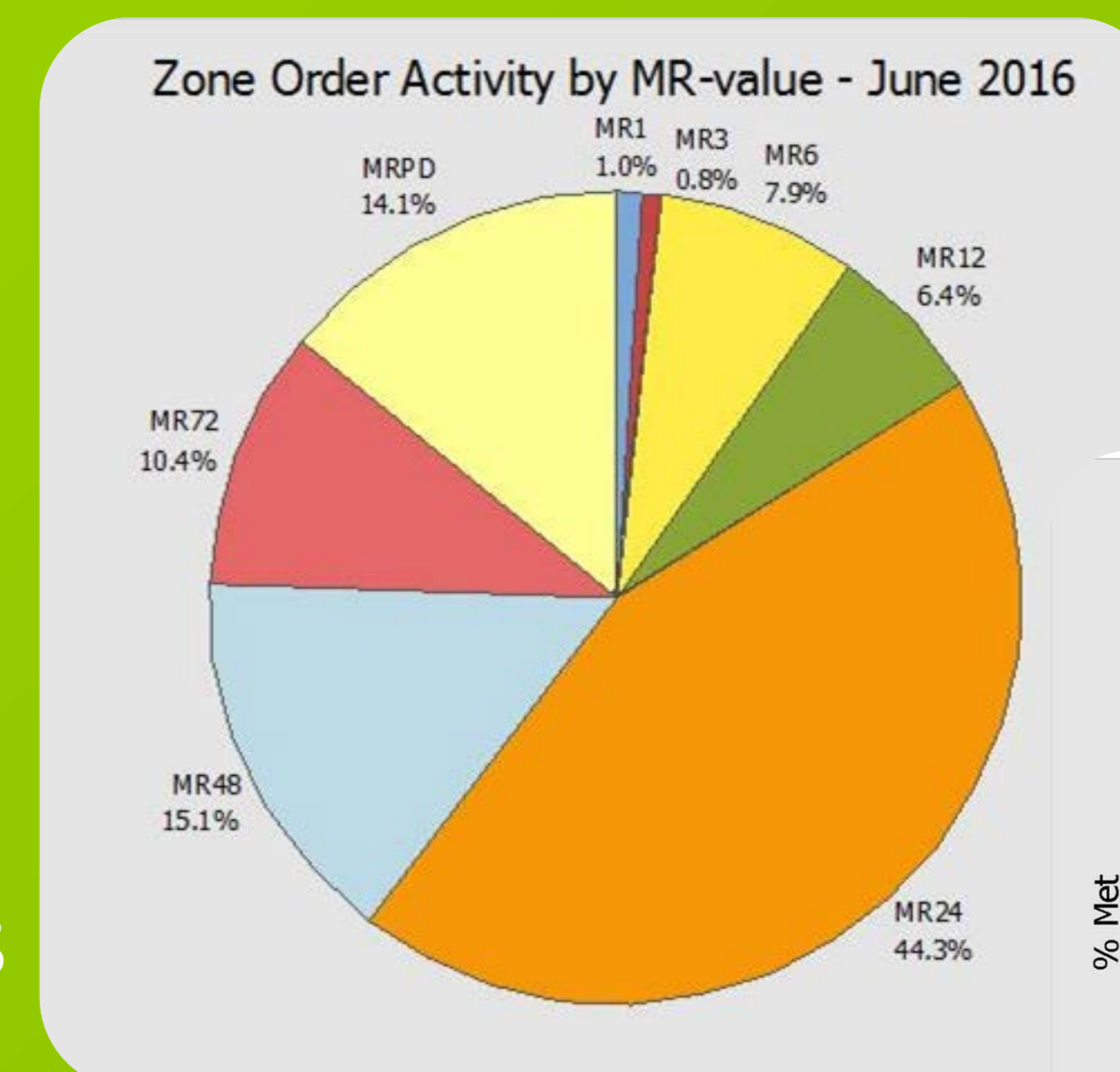
### METHOD

- + Pilot project based on guidelines developed with subspecialty radiologists (Neuro, Body, MSK and pediatric)
- + The most critical patient populations received higher priority
- + Introducing the new approach one site at a time allowed for adjustments and application of the revised guidelines across the zone



### RESULTS

- 16%** clinically acute, requiring scanning within 24 hours
- 25%** no negative impact if scan completed up to 48 to 72 hours later



Guidelines helped achieve target turnaround times in **79%** of completed exams and resulted in a **32%** decrease in number of exams not completed within the target.

### BENEFITS

- + Improved patient care & safety
- + Improved consistency across departments and ability to measure performance
- + Increased technologists' ability to manage their workload and workflow for the day
- + Supports the "right patient – right time" approach to imaging and patient care

*"The new guidelines are an important tool for radiologists and technologists to handle the large volume and varied clinical indications of MRI requests."*  
 Dr. Rob Sevick

### NEXT STEPS

Dashboard used by Inpatient & Emergency Departments to capture demands on service, identify trends and improve level of service.

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@AHSDIQI



lori.chipelski@ahs.ca  
 sandra.hovey@ahs.ca