REDUCING THE IMPACT OF TRANSPORT WAIT TIMES IN RADIOLOGY

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INTRODUCTION

Patients who come to radiology often only need to be in the department for a few minutes yet must wait for several hours for a return journey. This impacts both patients and radiology staff. There are also no facilities for people waiting in the department for long periods of time.
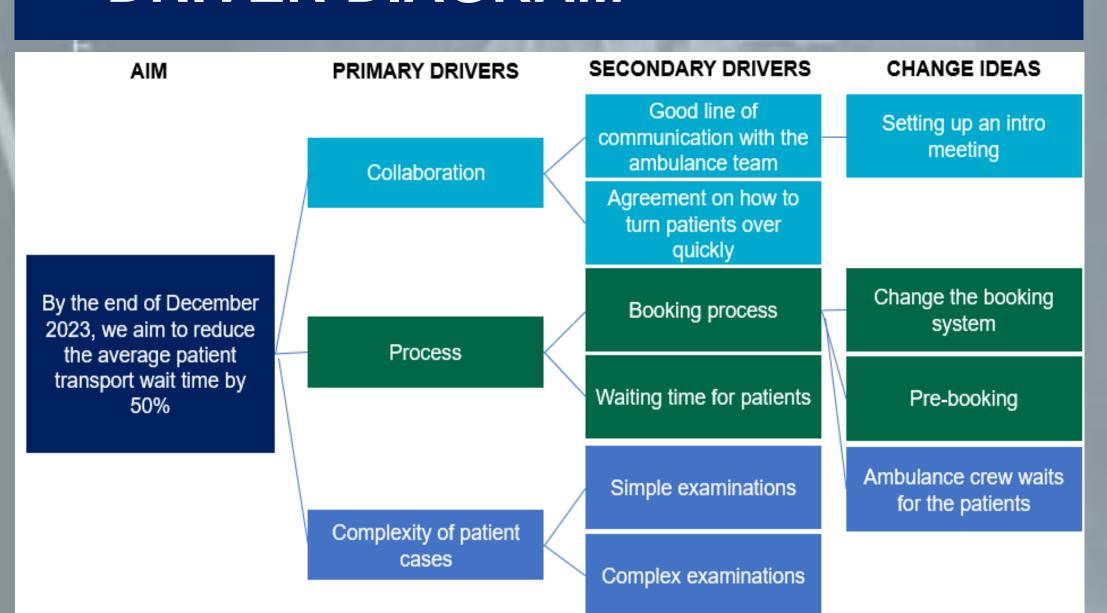
PROJECT AIM

By the end of December 2023, we aim to reduce the average patient transport wait time by 50%

IMPROVEMENT METHODOLOGY

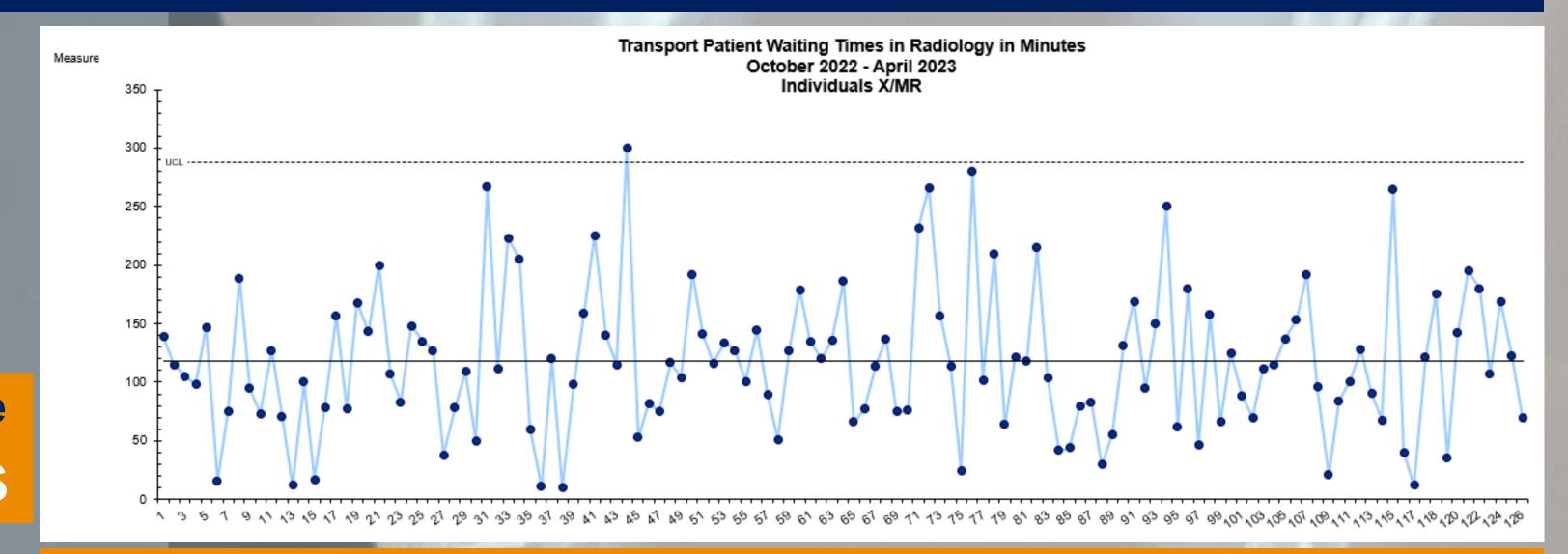**ENHT 7-step Model for Improvement**

What matters to staff and/or patients? → Our shared purpose → Understand the problem → Defining an aim → Measurement → PDSA cycles → Celebrate and share learning

DRIVER DIAGRAM

AIM: By the end of December 2023, we aim to reduce the average patient transport wait time by 50%

PRIMARY DRIVERS:
- Collaboration
- Process
- Complexity of patient cases

SECONDARY DRIVERS:
- Good line of communication with the ambulance team
- Agreement on how to turn patients over quickly
- Booking process
- Waiting time for patients
- Simple examinations
- Complex examinations

CHANGE IDEAS:
- Setting up an intro meeting
- Change the booking system
- Pre-booking
- Ambulance crew waits for the patients

MEASURE / DATA CHART

Average wait time
118 minutes

Transport Patient Waiting Times in Radiology in Minutes
October 2022 - April 2023
Individuals X/MR

- *Patient transport Service waited for patients only 3 times in 126 occasions (October 2022 – April 2023).*
- *Average wait time when transport waited for procedures to finish was 11 minutes.*

Radiology Procedures (Simple)
Pareto Chart (October 2022 - April 2023)

Average time for procedures

Procedure	Time in minutes
Knee Xray	109
Neck U/S	92
Chest xray	124
Leg U/S	119

CHANGE IDEAS

- Setting up an introduction meeting with the Patient Transport Service (PTS).
- Changing the booking system – find more efficient ways to book transport.
- Pre-booking transport.
- Ambulance crew to wait for the patients – to be agreed with PTS.

LEADERSHIP LEARNING

- Time management and prioritising tasks.
- The importance of collaboration and early engagement with stakeholders.
- Consider scope and sphere of influence when choosing a project

NEXT STEPS

- Agree a plan of action and start testing change ideas .