

## **Get that X-Ray stat: Can changing the way ED & Radiology work together improve patient experience?**

**Carolyn Downing<sup>1</sup>, Deanne Robinson<sup>2</sup>, Belinda Mitchell Scott<sup>3</sup>**

1. Northern Health, 185 Cooper St Epping, [carolyn.downing@nh.org.au](mailto:carolyn.downing@nh.org.au)
2. Northern Health, 185 Cooper St Epping, [Deanne.robinson@nh.org.au](mailto:Deanne.robinson@nh.org.au)
3. Northern Health, 185 Cooper St Epping, [Belinda.scott@nh.org.au](mailto:Belinda.scott@nh.org.au)

### **Background**

In line with ED redesign it was identified the long turn around time (TAT) for our patients awaiting x-ray (XR). Current practice of combining our streams and all patients attending radiology department for XR is not working for either departments, and more importantly was not adequate for our patient's needs, who experienced long waits. A Radiology redesign workshop was held with ED and Radiology representatives working together to understand where we are now, and what our future state needs to look like.

On Wednesday the 1<sup>st</sup> April a trial was held 1000hr- 2200hr. All complex patients and Short Stay Unit (SSU) patients for plain films attended the ED Radiology room with assistance of the ED triage transfer nursing attendant for transfers. All requests from medical staff were time stamped and lodged in this area.

### **Method**

Clinically stable simple patients were given their XR slip and instructed to follow black footprints to wait outside the ED radiology room situated in radiology. A deli number system was located to keep track of time order. For simple non ambulant patients the clinician was to take XR slip, and collect a number form the deli numbers and leave these together in the ED radiology box as per regular process. The radiology nursing attendant would then retrieve the patient.

#### Simple waiting room

- Black footsteps, from this area placed to lead into Radiology
- Radiology door kept open

#### Radiology

- Signs on waiting room area denoting ED waiting room space
- Deli numbers on the wall
- Barriers up to deter patients from wandering further into the radiology area

#### Security

- Aware of doors being opened, and asked to include this area in their rounds when in ED.

### **Results**

On the day we had 220 presentations and TAT was on average 25minutes with most being at 10-15minutes. On the day chest, abdominal and wrist XR were completed. Radiology and ED staff reported that the ED radiology trial has been a successful to date and have endorsed a longer week trial to proceed in May 2015, evaluation to follow.

### **Conclusion**

The simple redesign of the ED radiology process could improve patient experience and test turn around times.