

Chandler MRI Leads the Way in In-House Patient Scheduling for UK HealthCare's Department of Radiology

In-house MRI patient scheduling is a complex venture for any medical enterprise. In November of 2010 Chandler MRI began its endeavor, focused on improving in-house patient care and service. Using a traditional paper scheduling model, Lisa Pauley, Chandler MRI's technical manager successfully scheduled 48% of all in-house MRI patients in the first month of the pilot. By the third month, 70% of all in-house MRI examinations were being scheduled. Along with in-house MRI patient scheduling, quality metrics were identified and examined. A patient's facility arrival to examination start time was one of metrics scrutinized during the first three months of the pilot. All scheduled in-house MRI patient's wait times were 30 minutes or less 87-100% of the time. Variables affecting wait times can be correlated to fluctuations in transport staff issues and MRI patient volumes. Other outcomes from the pilot included nurse and technologist satisfaction, along with better patient care planning. These changes continue to improve the overall experience for everyone involved. Future plans for Pavilion H's Chandler MRI include: continued in-house MRI patient scheduling improvements, drive to implement 24 hour MRI coverage, and opening the MRI facility in Pavilion A.

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