

# Attention to Clinical Processes Proves to Increase Patient Satisfaction

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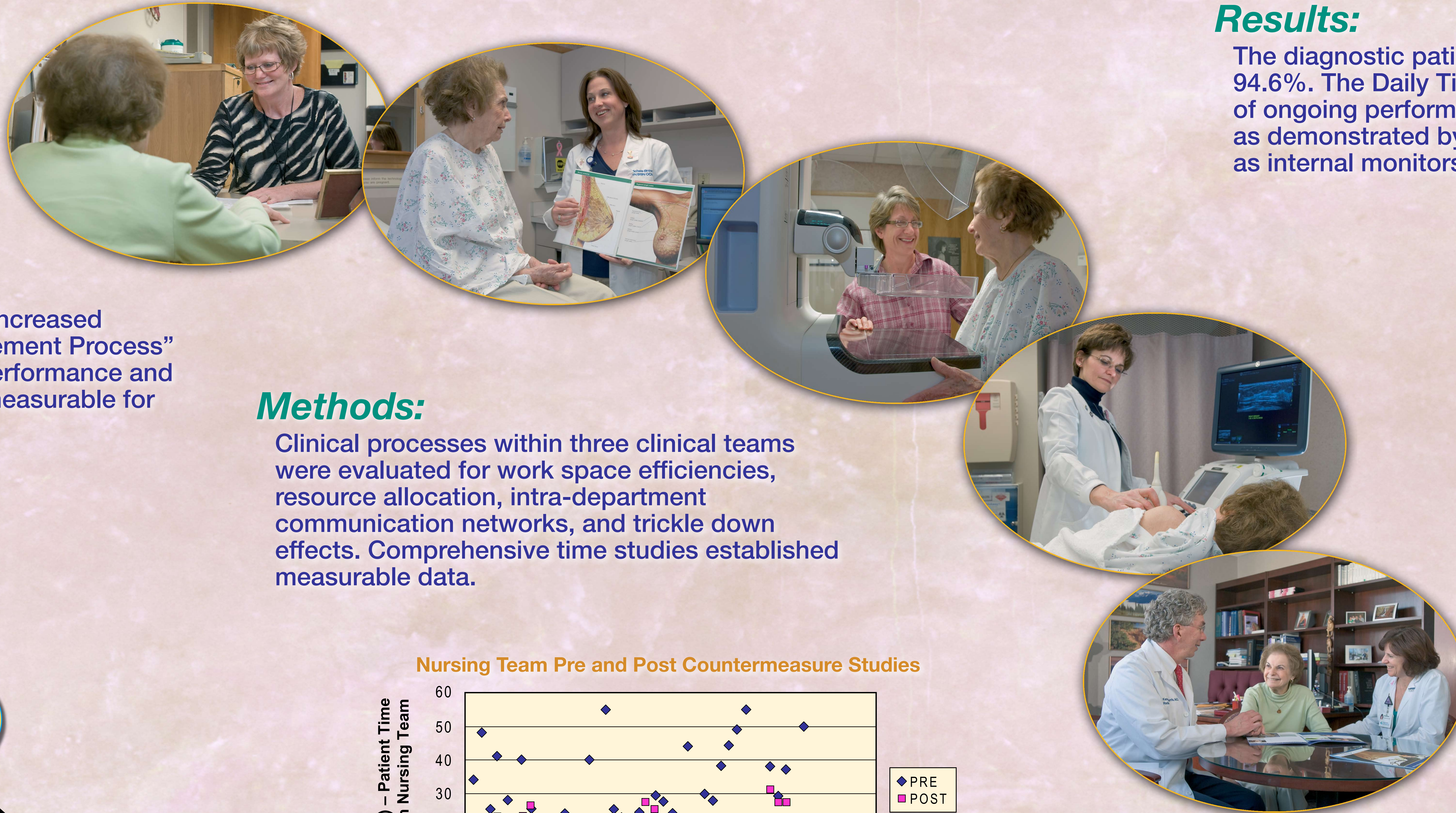
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# Attention to Clinical Processes Proves to Increase Patient Satisfaction

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## Introduction:

Lehigh Valley Health Network Breast Health Services (BHS) is a comprehensive breast center servicing the community with state of the art digital breast imaging, nursing support, and a range of breast biopsy modalities. As BHS impressively trended upward in growth, a patient's maximum length of stay (MLOS) for diagnostic workup increased disproportionately. The "A3 Management Process" was used to evaluate department performance and reveal countermeasures that were measurable for performance, reliability and validity.



## Results:

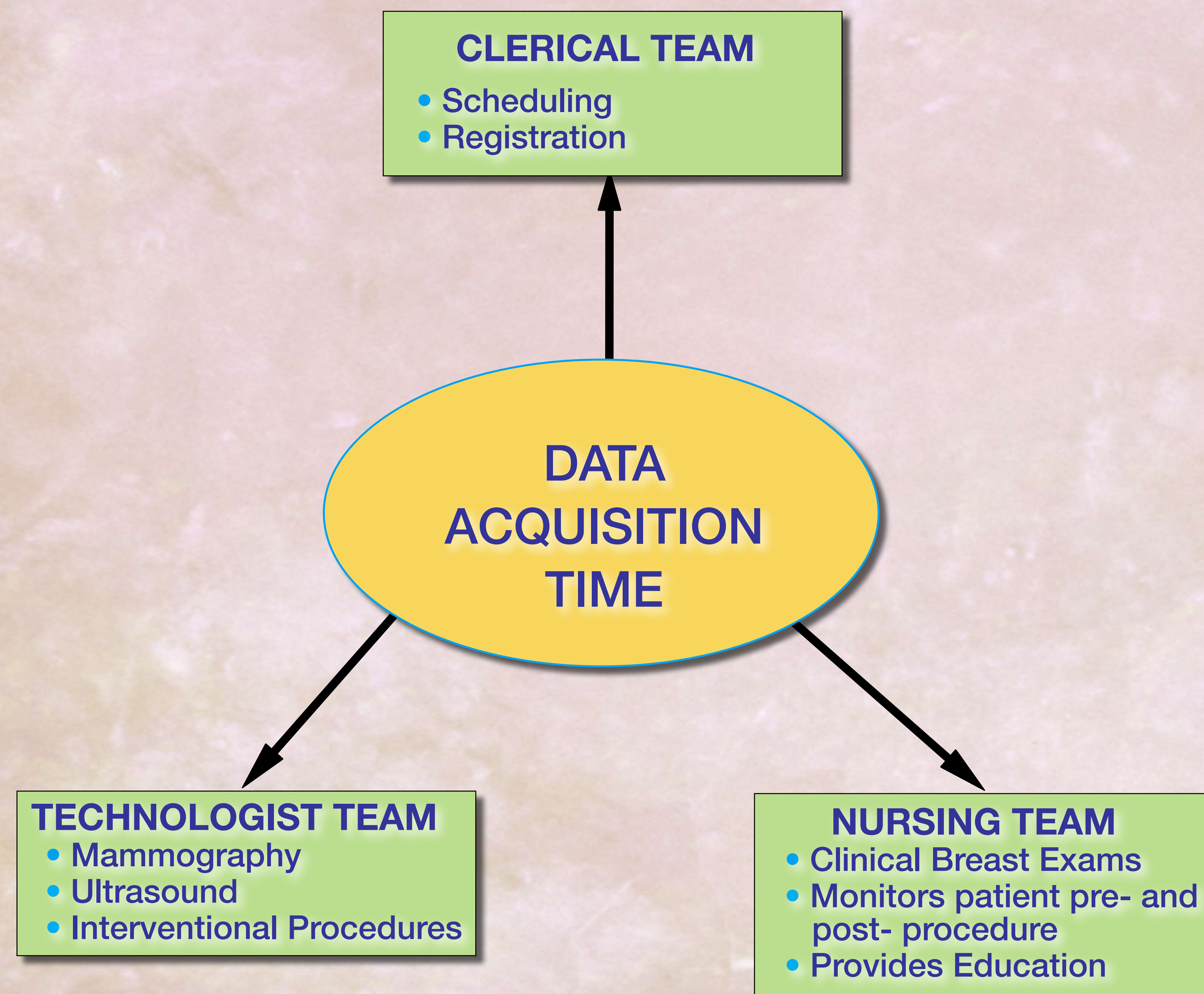
The diagnostic patients who met the 90 minute MLOS increased to 94.6%. The Daily Time Management Board (DTMB) serves as a method of ongoing performance measures. Patient and Physician satisfaction as demonstrated by national satisfaction survey (Press Ganey) as well as internal monitors achieved a greater than 95.8% for fiscal year 2010.

Table 1. DTMB

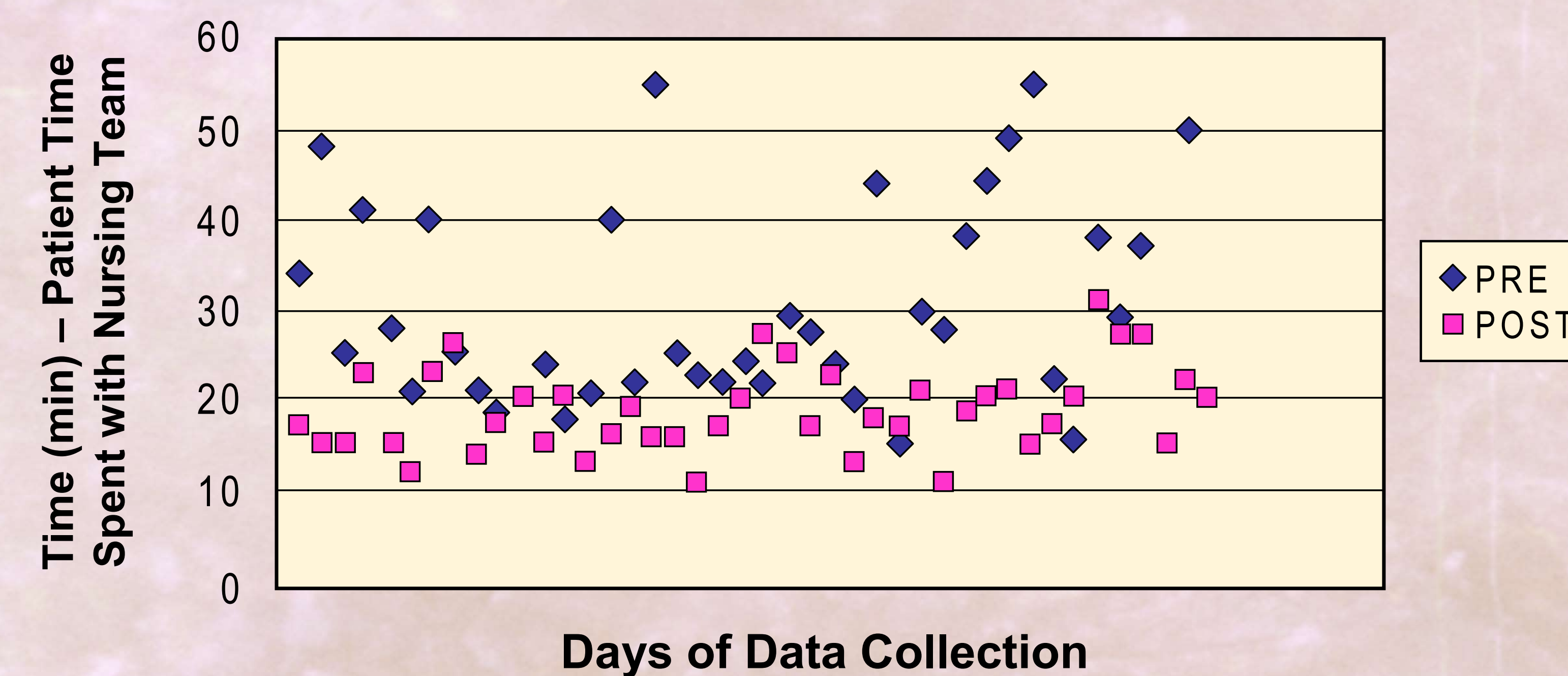
DATE: 3/12/2011		RADIOLOGIST: KH			FACILITATOR: PD		
NAME	EXAM	AV	Arrive Time	Fac. Box	US Box	Results	Goal
Mary Doe	1/u Rt. Calcs		07:33	07:40		08:03	Y
Jane Smith	Pre Lt. pain		07:55	08:25	08:56	09:20	Y
Jana Doe	Repeat Lt.	X	08:22	08:30		09:20	Y
Cindy Jones	Repeat Bilat	X	08:45	09:00	10:00	10:25	N
Jill Jack	In pt looking for primary		09:25	09:55	10:20	10:36	Y
Patty Cake	Pre Lt. pain		10:00	10:30	10:55	11:15	Y
Jane Jones	6 mo flu		10:30	10:45	11:15	11:33	Y
Diane Dill	Lumpectomy	X	10:54	11:05		11:32	Y
Laura Smith	Lumpectomy		11:20	11:34		11:58	Y

## Methods:

Clinical processes within three clinical teams were evaluated for work space efficiencies, resource allocation, intra-department communication networks, and trickle down effects. Comprehensive time studies established measurable data.



Nursing Team Pre and Post Countermeasure Studies



Yr 2010 Average Percent Patient Meeting MLOS Goal

