Department of RADIOLOGY

Mammography Scheduling
Annual Screening Appointments
Robin West

UMassMemorial Health Care
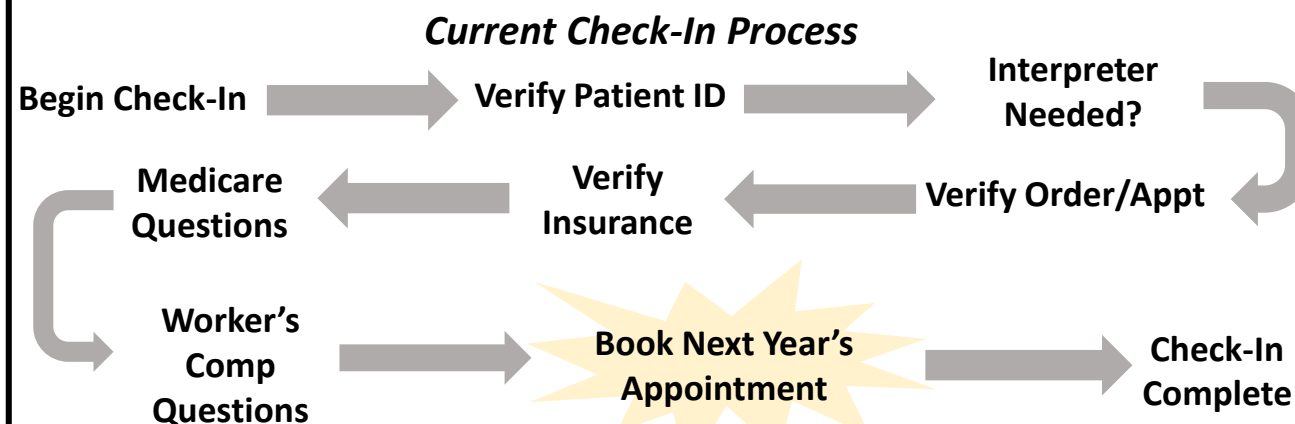
Less waste More value for the Customer ▶ Lean

PROBLEM

Scheduling of next years' mammography screening appointment during the check-in process results in unnecessary patient and clinic delays in the ACC Mammography Department. This may also result in scheduling of incorrect exams.

SCOPE IN/OUT

IN ACC Mammography / Screening Visits / Check-In Process
OUT Hahnemann / Memorial / Satellite Locations / Diagnostic & Procedure

BACKGROUND / CURRENT CONDITIONS

Current Check-In Process

Begin Check-In → Verify Patient ID → Interpreter Needed?

Medicare Questions ← Verify Insurance ← Verify Order/Appt

Worker's Comp Questions → Book Next Year's Appointment → Check-In Complete

12%
Percentage of patients who started their appointments > 15 minutes late

11 .5
Average minutes from CHECK IN to BEGIN EXAM

10%
Percentage of screening patients who need to have their appointment canceled due to incorrect scheduling a year in advance

SMART GOALS

REDUCE CHECK-IN TIME BY 10%   REDUCE INCORRECT EXAMS BY 5%*

PLAN - Countermeasures

- ☐ Patients will book their next years' appointment on the WAY OUT of their appointment.
- ☐ Mammography Technologists will determine the CORRECT exam that should be scheduled upon completion and provide that information to the schedulers

Failure Mode

- ☐ Schedulers will verify (using a schedule) if any patients DID NOT check out after their appointments – These patients will be contacted via telephone.

DO - Implementation

- ☐ Technologists will inform patients to stop at the front desk on their way out to schedule next years' appointment
- ☐ A pink appointment card will be given to the patient with next years' information on it that they can hand to the scheduled upon leaving.

APPOINTMENT Reminder
FOR: _____
DATE: _____
☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun
TIME: _____ a.m. p.m.
Kindly give notice if you will not be able to keep your appointment.

STUDY - Conclusion

★ CHECK IN TIME REDUCED FROM 7 MINUTES TO 3 MINUTES ★

What Worked!

- Next Years' appointments are being scheduled appropriately
- Patient check in time reduced by 57%

8.3
Average minutes from CHECK IN to BEGIN EXAM

What Didn't Work!

- Up to 3 calls for Non-English patients
- Techs are forgetful of new process
- Confusion of where to check out
- Difficult with only 2 front desk staff

ACT – Follow-up Actions

- ☐ Technologists will not give pink scheduling cards – Simply verify that order is correct in the computer
- ☐ Have a "Check-In" station and a "Check-Out" station
- ☐ Develop a daily EPIC report to identify patients who didn't "Check-Out"