

Attention to Clinical Processes Proves to Increase Patient Satisfaction

Greta L. Strauss BS, RDMS
Lehigh Valley Health Network, greta_l.strauss@lvhn.org

Michele Brown RN, BSN, OCN
Lehigh Valley Health Network, Michele.Brown@lvhn.org

Jackie Kobeski BS, RT(M)
Lehigh Valley Health Network, Jacqueline.Kobeski@lvhn.org

Tamina L. Tannous BSBA
Lehigh Valley Health Network, Tamina_L.Tannous@lvhn.org

Follow this and additional works at: <https://scholarlyworks.lvhn.org/patient-care-services-nursing>



Part of the [Nursing Commons](#)

Let us know how access to this document benefits you

Published In/Presented At

Strauss, G. L., Brown, M., Kobeski, J., & Tannous, T. L. (2011). Attention to Clinical Processes Proves to Increase Patient Satisfaction. *LVHN Scholarly Works*. Retrieved from <https://scholarlyworks.lvhn.org/patient-care-services-nursing/135>

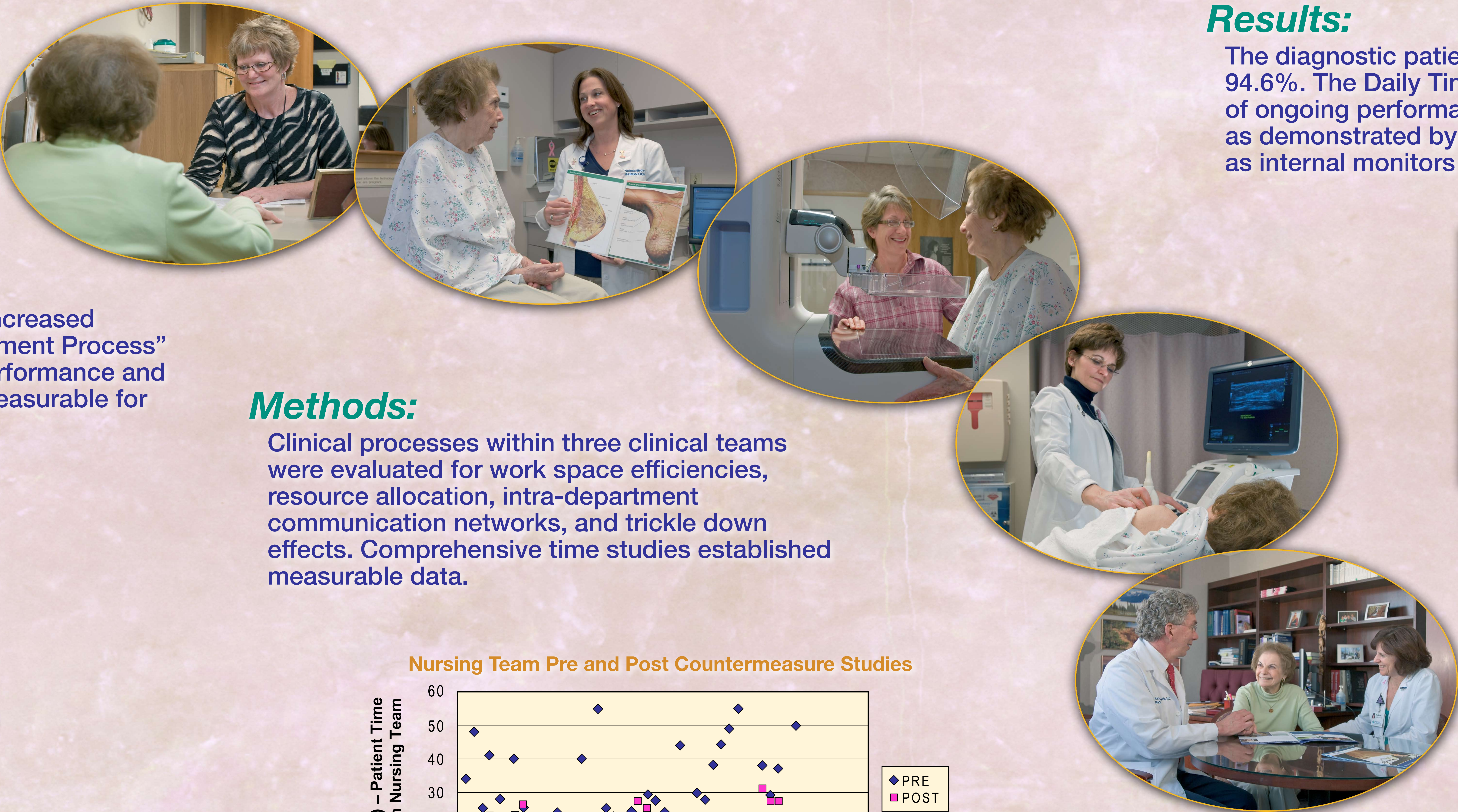
This Poster is brought to you for free and open access by LVHN Scholarly Works. It has been accepted for inclusion in LVHN Scholarly Works by an authorized administrator. For more information, please contact LibraryServices@lvhn.org.

Attention to Clinical Processes Proves to Increase Patient Satisfaction

Greta Strauss, BS, RDMS; Michele Brown, RN, BSN, OCN; Jackie Kobeski, BS, RT(M); Tamina Tannous, BSBA
Lehigh Valley Health Network, Allentown, Pennsylvania

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:

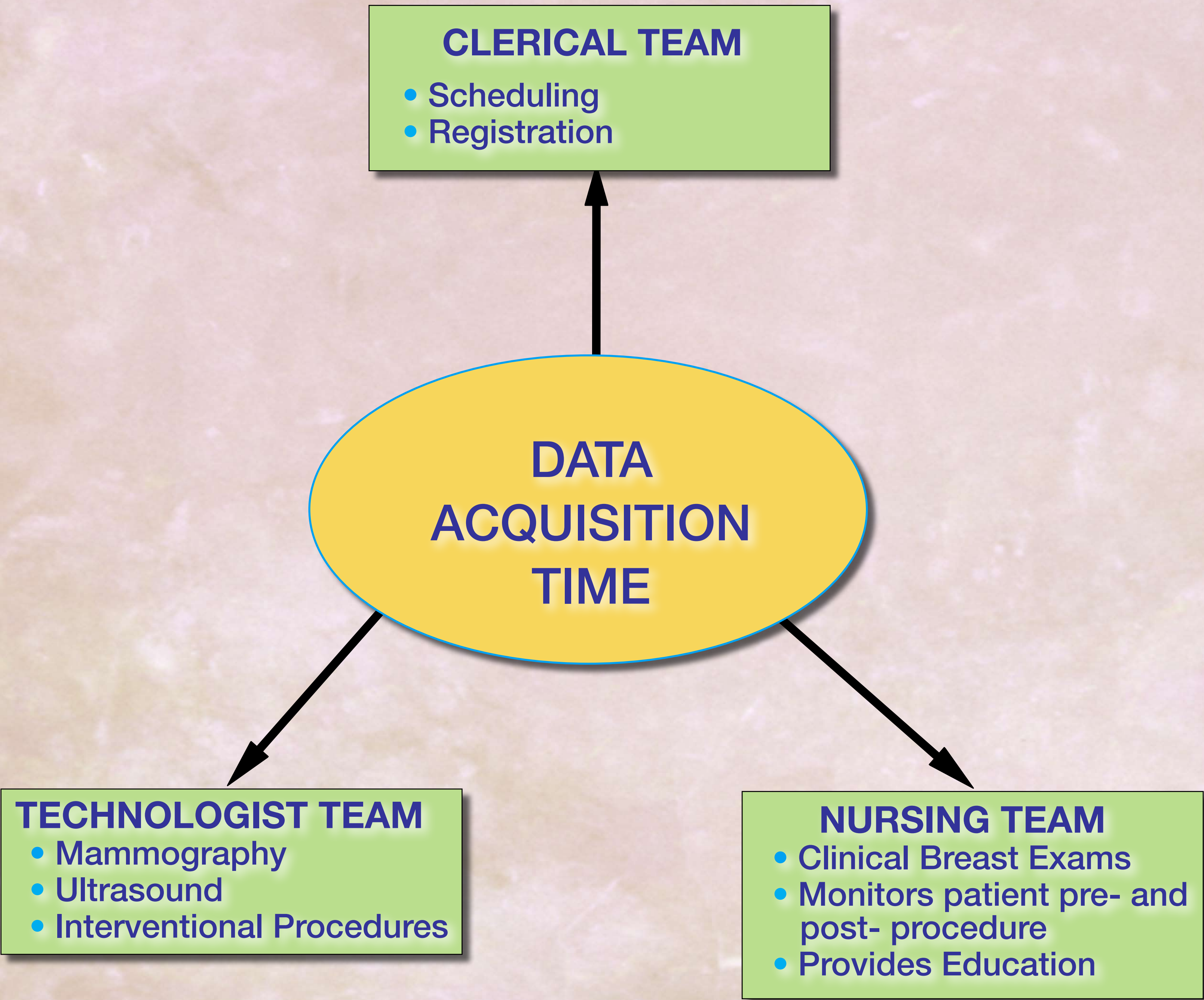
The diagnostic patients who met the 90 minute MLOS increased to 94.6%. The Daily Time Management Board (DTMB) serves as a method of ongoing performance measures. Patient and Physician satisfaction as demonstrated by national satisfaction survey (Press Ganey) as well as internal monitors achieved a greater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

Table 1. DTMB

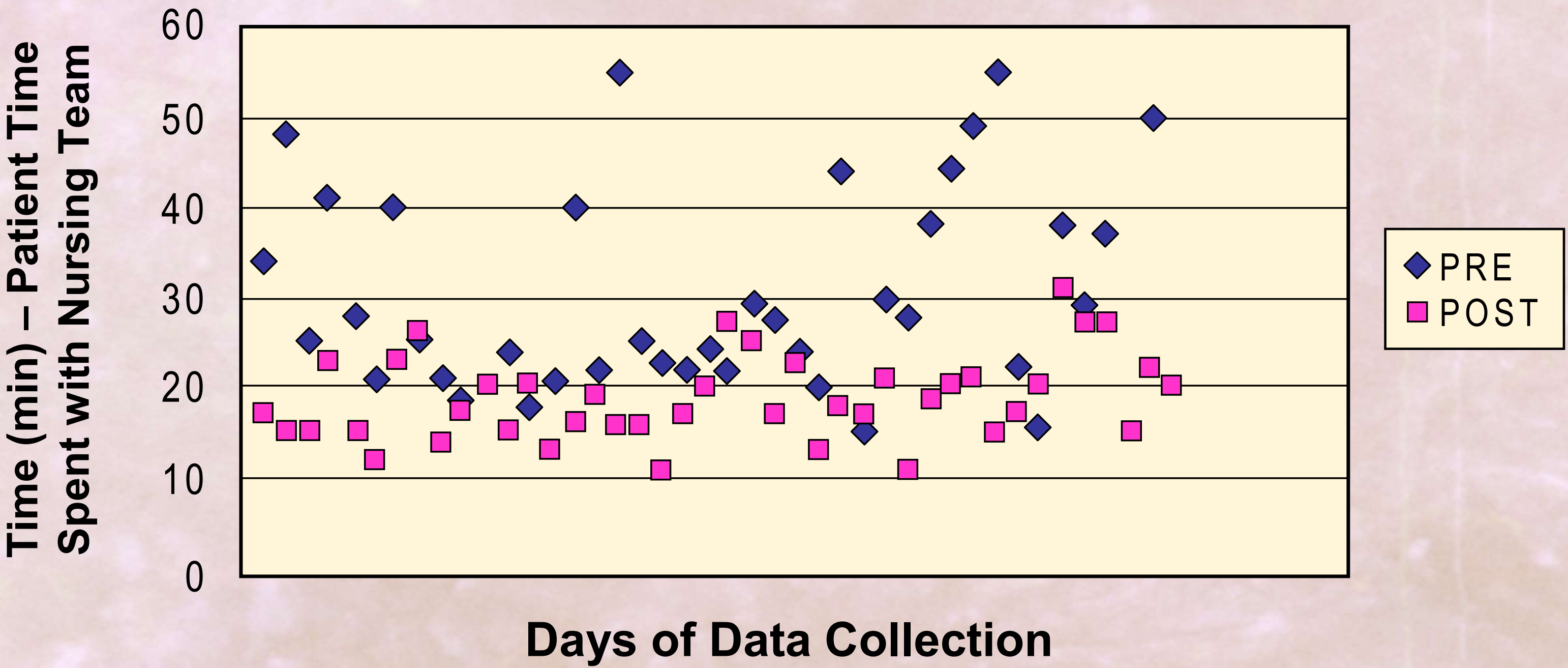
DATE: 3/12/2011			RADIOLOGIST: KH			FACILITATOR: PD	
NAME	EXAM	AV	Arrive Time	Fac. Box	US Box	Results	Goal
Mary Doe	f/u Rt. Calcs		07:33	07:40		08:03	Y
Jane Smith	Pre Lt. pain		07:55	08:25	08:56	09:20	Y
Jana Doe	Repeat Lt.	X	08:22	08:30		09:20	Y
Cindy Jones	Repeat Bilat	X	08:45	09:00	10:00	10:25	N
Jill 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

