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: [http://scholarlyworks.lvhn.org/patient-care-services-nursing](http://scholarlyworks.lvhn.org/patient-care-services-nursing)

Part of the [Nursing Commons](http://scholarlyworks.lvhn.org/patient-care-services-nursing)

Published In/Presented At


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.

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.

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Exam Type</th>
<th>Arrive Time</th>
<th>FACIL Box</th>
<th>US Box</th>
<th>Results</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mary Doe</td>
<td>f/u Rt. Calcs</td>
<td>07:33</td>
<td>07:40</td>
<td>08:03</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Jane Smith</td>
<td>Pre Lt. pain</td>
<td>07:55</td>
<td>08:25</td>
<td>08:56</td>
<td>09:20</td>
<td></td>
</tr>
<tr>
<td>Jana Doe</td>
<td>Repeat Lt.</td>
<td>08:22</td>
<td>08:30</td>
<td>09:20</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Cindy Jones</td>
<td>Repeat Bilat</td>
<td>08:45</td>
<td>09:00</td>
<td>10:00</td>
<td>10:25</td>
<td>N</td>
</tr>
<tr>
<td>Jill Jack</td>
<td>In pt looking</td>
<td>09:25</td>
<td>09:55</td>
<td>10:20</td>
<td>10:36</td>
<td>Y</td>
</tr>
<tr>
<td>Patty Cake</td>
<td>Pre Lt. pain</td>
<td>10:00</td>
<td>10:30</td>
<td>10:55</td>
<td>11:15</td>
<td>Y</td>
</tr>
<tr>
<td>Jane Jones</td>
<td>6 mo flu</td>
<td>10:30</td>
<td>10:45</td>
<td>11:15</td>
<td>11:30</td>
<td>Y</td>
</tr>
<tr>
<td>Diane Dill</td>
<td>Lumpectomy</td>
<td>10:54</td>
<td>11:05</td>
<td>11:32</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Laura Smith</td>
<td>Lumpectomy</td>
<td>11:20</td>
<td>11:34</td>
<td>11:58</td>
<td>Y</td>
<td></td>
</tr>
</tbody>
</table>

NURSING TEAM
• Clinical Breast Exams
• Monitors patient pre- and post-procedure
• Provides Education

TECHNOLOGIST TEAM
• Mammography
• Ultrasound
• Interventional Procedures

CLERICAL TEAM
• Scheduling
• Registration

DATA ACQUISITION TIME