

### Outline

#### DENVER HEALTH BREAST IMAGING

- Overview of Clinic
- Patient-Centered Care
- Strategy Development and Change Management
- Summary



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#### DENVER HEALTH BREAST Our Clinic IMAGING Exam Rooms 4 Mammography Rooms 1 Prone Stereotactic Procedure Room • 3 Ultrasound Rooms (1 ABUS) Equipment 3 Hologic Dimensions with 2D/DBT 元 • 1 Hologic Dimensions with upright Affirm stereo attachment -12-24 1 Hologic Affirm Prone stereotactic unit 包頭 - 2 GE Logiq E10 Ultrasound ------• 1 GE Logiq E9 Ultrasound 88 1 GE Automated Whole Breast Ultrasound .







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DENVER HEALTH

IMAGIN

### Patient- Centered Care

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- · The primary goal of patient-centered care is to improve individual health outcomes
- Important tool in improving operational efficiency in your practice
- Benefits of Patient- Centered Care
  - Improved satisfaction scores among patients and their families
  - Enhanced reputation of providers among health care consumers
    Better morale and productivity among clinicians and ancillary staff

  - Improved resource allocation
    Reduced expenses and increased financial margins throughout the continuum of care

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### Patient- Centered Care

- Increased focus on imaging workflow is essential to help patients navigate complexities of breast care
- Requires physicians, radiologic technologists, and other health professionals to develop the skills to address patient needs effectively
- "The right care is provided at the right time and the right place.







Dimension of Care	Conventional	Patient-centered
Connuckation	Radiologiet communicates pointarily with ordering provider and wash lay here to particular. Ordering provider includer clinical information in exam codes.	Euklologia communicano with softwing provider. Riddologia or designer communicates develop with partern and lundy regarding any decorrad rouds, usage colorably appropriate and lay language. Radologiae and beyrholgiaet del comfortabile effecting additional chickal abiteration directly from the present at the imaging approximates.
Education	Radiologist discusses abcomtal secols with patient. Radiologist uses standard informed-consent process on the day of procedure.	Radiologian discover alteratival results with pa- tions and provides coharateral webwic hyperbiols in pretrain-bioredly reports. Radiologian discover planned procedures with pa- tient about of strain.
Coordination of term	Patient or primary care provider more manage follow-up approximation.	Radiology office coordination follow-up appear- ments, officing multiple available averages (antine, in person, by phone):
Physical constant	hruging center is functional and layout is designed for operational efficiency. Radiologist and suchrologist singlement conduct interventions.	Imaging control includes sambetics and attentions that maximum patterns' physical and psychological conferet. Radiologic and technologic communicate confere maximum as they are applied.
Access and seatt times	Radiologists and technologists try to work as efficient individuals to keep up with volcene domands, languag context implement normal basiness boars.	Restructuring staffing in more received downards based on partner volumes. Imaging optimer expand operating house to operad net volume and increase action for partners summal- able downg marktismal office hours.
Patient experience	broging center organizes patient experience surveys.	Rouging conter uses results of partient surveys to decide how to prioritize quality improvement initiatives.
Service	Imaging conter follows standard MQSA tracking and reporting midefines.	Imaging center applies instative quality improve- ment measures centered on the paramet, fostering instations care members of the moderation has











### What is the Goal?

### DENVER HEALTH BREAST IMAGIN

#### Needs

- Establishing consistent workflow
- Improving communication to enhance team dynamics Innovating to promote improved access and quality of care

#### Resources Mission

- Team Dynamics
- Equipment Support

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Care	Conventional	Patient-centered
Communication	Radiologiet communicators primarily with ordering provider and wash lay here to partners. Ordering provider includes clinical information in exam order.	Radiologia communication with scalaring provider. Radiologia colorgane communication directly with pattern and limitary regarding any advocument results, using colterarily appropriate and lay impacta- Radiologia and coltesian (editoria) feel contractable electring additional chickal alternation alexethy from the pattern at the manging approximeters.
Education	Radiologist discusses abnormal results with patient. Radiologist uses standard informed-consent process on the day of precedure.	Radiologier discover almortral results with pa- news and provides educational website hyperbilies in patient-fremBy reports. Radiologiet discover plasmed procedures with pa- nems along of strat.
Coordination of Law	Patient or primary care provider more manage follow-up appearaments.	Radiology office coordinates hollow-up appoint- ments, offering molegie available averages (arline, in person, by phone).
Physical constant	hruging center is functional and layout is designed for operational efficiency. Radiologies and sucherologist singlement confort interventions.	Imaging context includes aembetics and amounties that maximize patterns' physical and psychological conders. Radiologies and technologies communicate comfort maximum as they are applied.
Access and sear- times	Radiologists and technologies try to work as efficient individuals to keep up with volcene demands, longing context implement normal basiness boars.	Restructuring staffing to never workload dowards based on partent volumes. Braging centers expand operating hours to operal net volume and increase access for partents smand- able during malitismal office hours.
Patient experience	broging center organizes patient experience surveys.	Imaging center uses results of partient surveys to decide how to prioritist quality improvement initiatives.
Service	broging center follows standard MQSA tracking and reporting guiddines.	Imaging county applies iterative quality improve- ment measures centered on the parisets, lowering input from every member of the production line.





### What is the Goal?

# DENVER HEALTH BREAST IMAGING

What are you trying to accomplish? (Clear) Decrease wait times

- How will you know that the change is an improvement? (Measurable) 3rd next available appointment
- What improvements will occur as a result of the change? (Impact) Wait times are critically important to patient satisfaction of their overall quality of care and are one of the most common complaints directed toward radiology. Studies show an inverse correlation between office wait times and patient willingness to return to that practice in the future.

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## Front Desk Staff

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Incorporate into team

- Review orders and protocols
- Provide training in health literacy and patient experience



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### Radiologists

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Standardization

- Compromise
- Understanding entire process
  Adding views -> adds anxiety to patients
  Unnecessary (technical) Callbacks

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#### Team Building DENVER HEALTH BREALTH BREA

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### Patient Navigator

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- Trained individuals help patients to progress along the breast cancer care continuum by identifying and resolving systemic and individual barriers.
- Nearly all radiologists utilizing patient navigators (99%) found them valuable to improving patient care
- Serve as an effective adjunct tool for addressing barriers in a patient-centered manner, particularly in underserved groups disproportionately impacted by the COVID-19 pandemic.
- Patient navigation programs have been shown
  - Improve adherence to breast cancer screening guidelines
    Promote timeliness of follow-up after an abnormal screening mammogram

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"Great things in business are never done by one person. They're done by a team of people."

- Steve Jobs

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