



Quality Survey Results 2018

Prepared for
Reedsburg Area Medical Center



Introduction:

This quality survey was conducted during a three week period in late May and early June of 2018. The survey forms were distributed to Shared Imaging Services technologists and the survey was conducted on all patients and reading physicians.

There were a total of 627 survey forms collected. A total of 23,835 exams were done by Shared Imaging Services in the three surveyed modalities in the 12 months ended on May 31, 2018. Given a random distribution, the sample size of 627 produces results that gives a confidence level of 95% that the results are accurate within +/- 3.86%. This was a sufficient sample size given the population to be fairly confident that the results reflect what would be gathered if all patients were to be surveyed.

The survey was designed to measure some of the key factors that define a quality exam. The form used to collect some of these measures can be found on the next page of this report. It is a three part form with the technologist filling out the first section, the reading physician filling out the second section and the patient filling out section three.

The primary quality measure is whether the exam provides quality diagnostic information that will aid in the care of the patient. To that end the quality of the exam needs to be graded by the reading physician, which in the case of our offered modalities is generally a radiologist or cardiologist. The second section of survey was designed to capture the primary measures of the exam quality as graded by the reading physician. It is always a challenge to collect this from the reading physicians. In some cases, exams are read on a remote basis and many times is not done concurrent with the submission of results. This is the main reason why of the 627 surveys done, only 358 had physician feedback.

Quality patient interaction is a major focus of the Shared Imaging Services care philosophy. How the patient is treated and cared for during the exam process is a key component of how we define quality. For this reason we collected information from patients and asked them to answer three questions about the care received and we asked them if they had any comments or suggestions for improvement. Of the 627 patients receiving a survey form, 586 answered the questions. Patients were given the option to opt out of completing the survey and 24 chose to not complete the survey. There were 17 surveys not filled out due to the patient being unable to complete the form or in the technologist judgement asking them to fill out the form would have been inappropriate due to the nature of their health condition.

The survey also included the collection by the technologist of some key elements of the exam; the timeliness of the exam, whether the patient was properly prepped and whether the exam ordered seemed appropriate given the patient history.

The results from all of our client hospital sites were compiled and the results at each individual site were segregated to produce a report that includes both overall results and the results generated at each individual hospital site. The top of each page is labeled to denote whether the data on that page is from all sites or an individual hospital site.

Shared Imaging Services
2018 Quality Survey

Survey # 620

Exam information:

Exam date: _____

Technologist: _____

Scheduled Unscheduled

Exam location: _____

Scheduled exam time: _____

Exam description: _____

Time exam was started: _____

If exam was started over 10 minutes early or over 5 minutes late, please state the reason:

Was the order appropriate given the patient history? Yes No

Was the patient correctly prepped? Yes No No prep needed

If no, what was lacking? _____

Shared Imaging Services
2018 Quality Survey

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Reading Physician Feedback:

Was an adequate history provided for this exam? Yes No

Was the imaging protocol properly followed? Yes No

Was the image quality satisfactory for this exam? Yes No

Please classify this exam as:	<input type="checkbox"/> Complete and diagnostic
	<input type="checkbox"/> Incomplete, but diagnostic
	<input type="checkbox"/> Repeat exam is needed

Readers coaching comments for the technologist: _____

Please place the completed survey in the envelope provided and seal the envelope.

2018 Quality Survey

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Patient Feedback:

If you choose not to participate in this survey, please check this box:

Was this exam satisfactorily explained by the technologist? Yes No

Did the technologist try to make you feel comfortable? Yes No

Were you satisfied with the level of service provided? Yes No

Do you have any comments or suggestions for improvements?

Please place the completed survey in the envelope provided and seal the envelope.

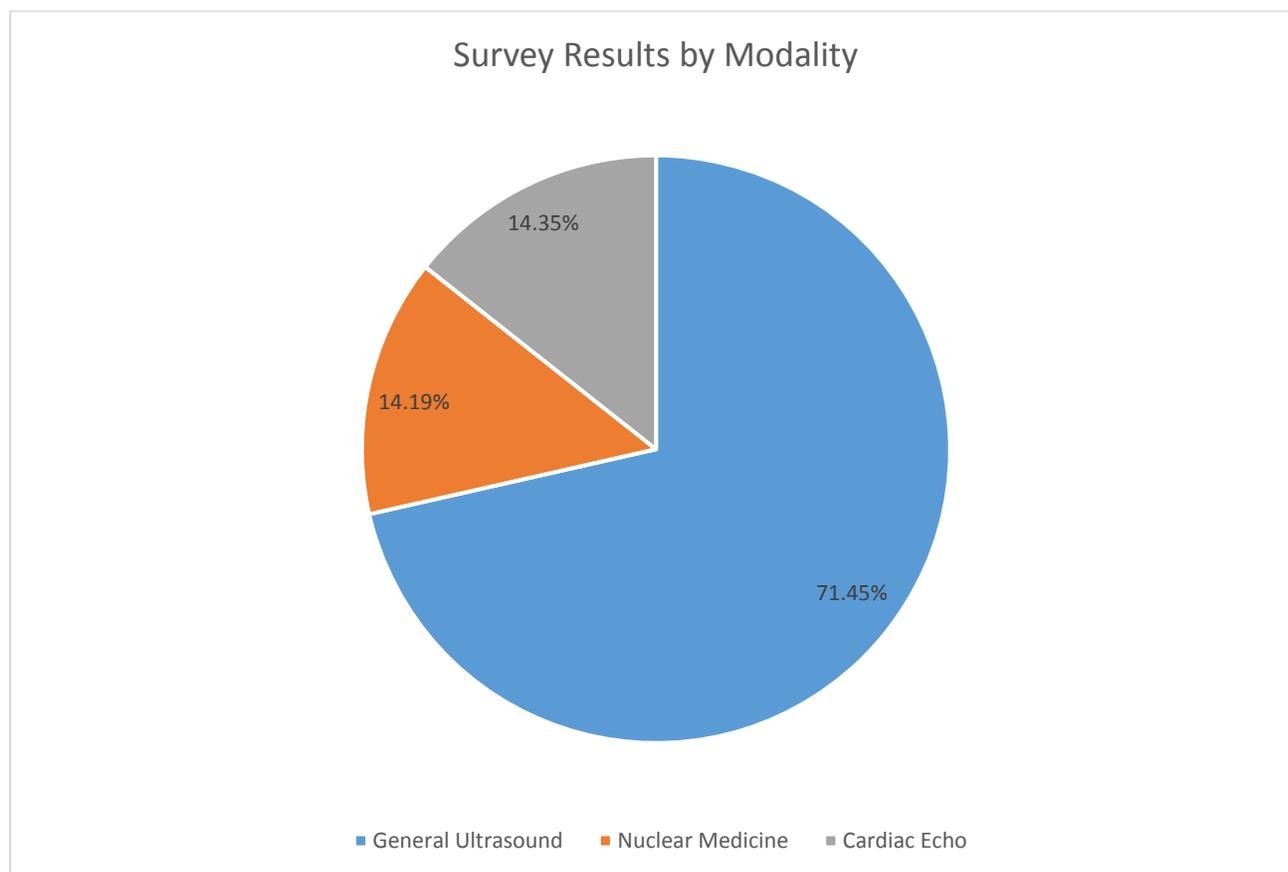
SURVEY RESULTS FROM ALL HOSPITAL SITES

Breakdown of the survey results by modality source.

<u>Breakdown by Modality of Surveys:</u>	<u>Received</u>	<u>Percent</u>
General Ultrasound	448	71.45%
Nuclear Medicine	89	14.19%
Cardiac Echo	90	14.35%
Total surveys submitted	627	100.00%

<u>Totals 12 months ended May 31, 2018:</u>	<u>Scans</u>	<u>Percent</u>
General Ultrasound	17,313	72.64%
Nuclear Medicine	3,441	14.44%
Cardiac Echo	3,081	12.93%
Total exams performed	23,835	100.00%

The results received were within a reasonable range of distribution given the random assignment of the sample collections. The results percentage of ultrasound scans were slightly under represented and the cardiac echo exams were slightly over represented, but the differences were not significant.

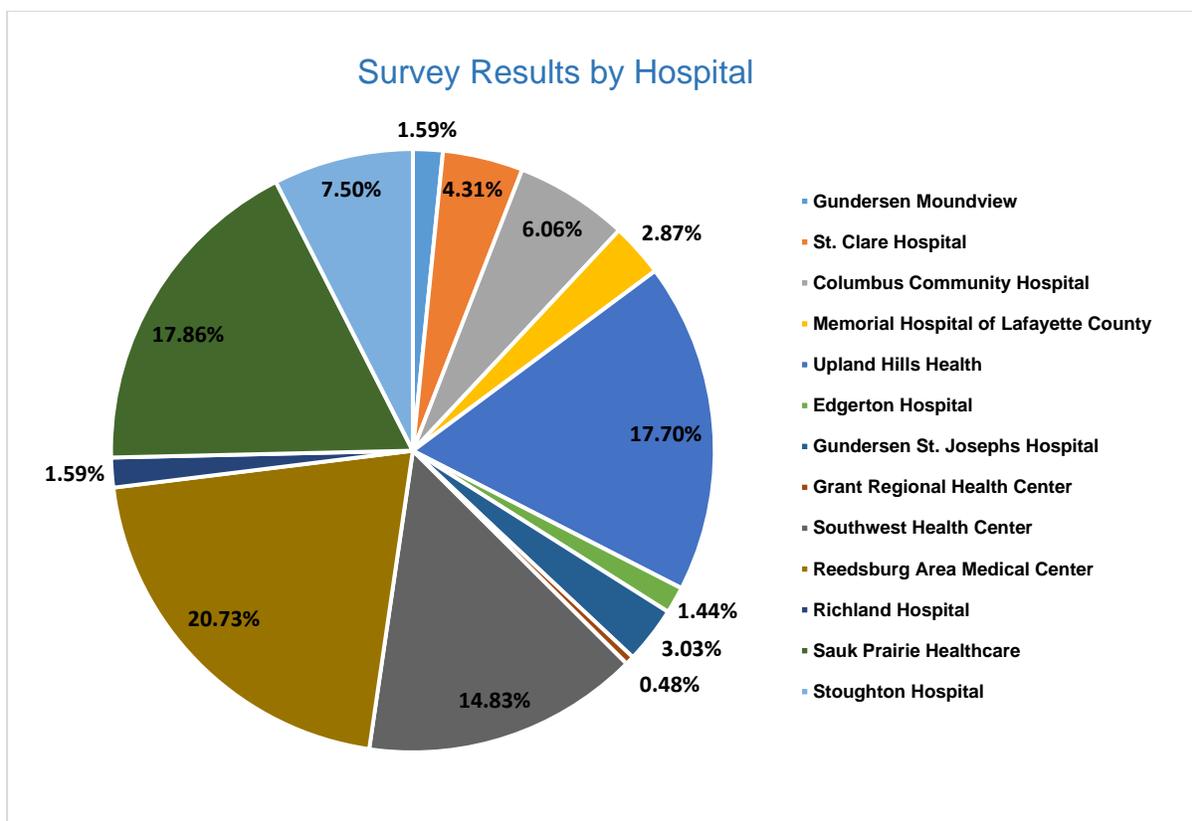


SURVEY RESULTS FROM ALL HOSPITAL SITES

Breakdown of the survey results by client hospital source.

<u>Breakdown by Hospital of Surveys:</u>		<u>Percent</u>
Gundersen Moundview	10	1.59%
St. Clare Hospital	27	4.31%
Columbus Community Hospital	38	6.06%
Memorial Hospital of Lafayette County	18	2.87%
Upland Hills Health	111	17.70%
Edgerton Hospital	9	1.44%
Gundersen St. Josephs Hospital	19	3.03%
Grant Regional Health Center	3	0.48%
Southwest Health Center	93	14.83%
Reedsburg Area Medical Center	130	20.73%
Richland Hospital	10	1.59%
Sauk Prairie Healthcare	112	17.86%
Stoughton Hospital	47	7.50%
Total surveys submitted	627	100.00%

The results received from each hospital contributed to the total sample size which produces the confidence level cited in the introduction. At most hospitals we have a sufficient sample size given the total volume at that hospital to present individualized results for those hospitals. The sample size and total volume of each hospital produce different confidence levels, and those will be stated along with the results that are tailored to each hospital site.

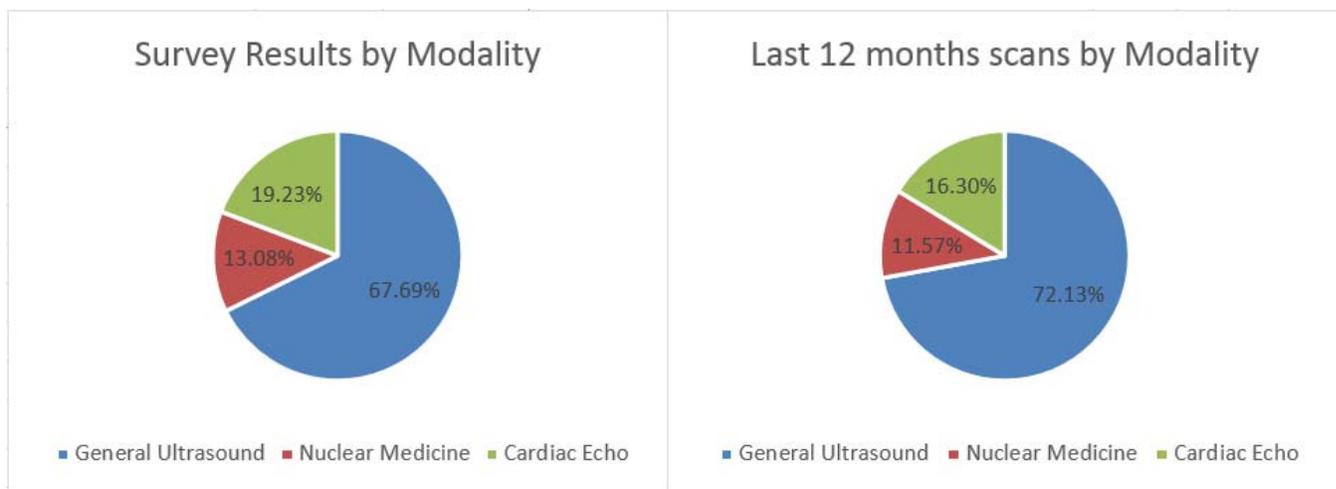


SURVEY RESULTS FROM REEDSBURG AREA MEDICAL CENTER

Reedsburg Area Medical Center

Survey sample size by modality compared to totals for 12 months ended May 31, 2018

Breakdown by Modality of Surveys:	Surveys		Total	
	Received	Percent	Scans	Percent
General Ultrasound	88	67.69%	3,080	72.13%
Nuclear Medicine	17	13.08%	494	11.57%
Cardiac Echo	25	19.23%	696	16.30%
Total surveys submitted	130	100.00%	4,270	100.00%



The survey sample was relatively close in proportion to the total scan mix done in the last 12 months. This should result in the sample being a fair representation of the population of total exams. Given the sample size of the surveys collected from Reedsburg Area Medical Center and the total population of scans the confidence level of the results is as follows:

Find Confidence Interval

Confidence Level: 95% 99%

Sample Size:

Population:

Percentage:

Confidence Interval:

SURVEY RESULTS FROM ALL HOSPITAL SITES

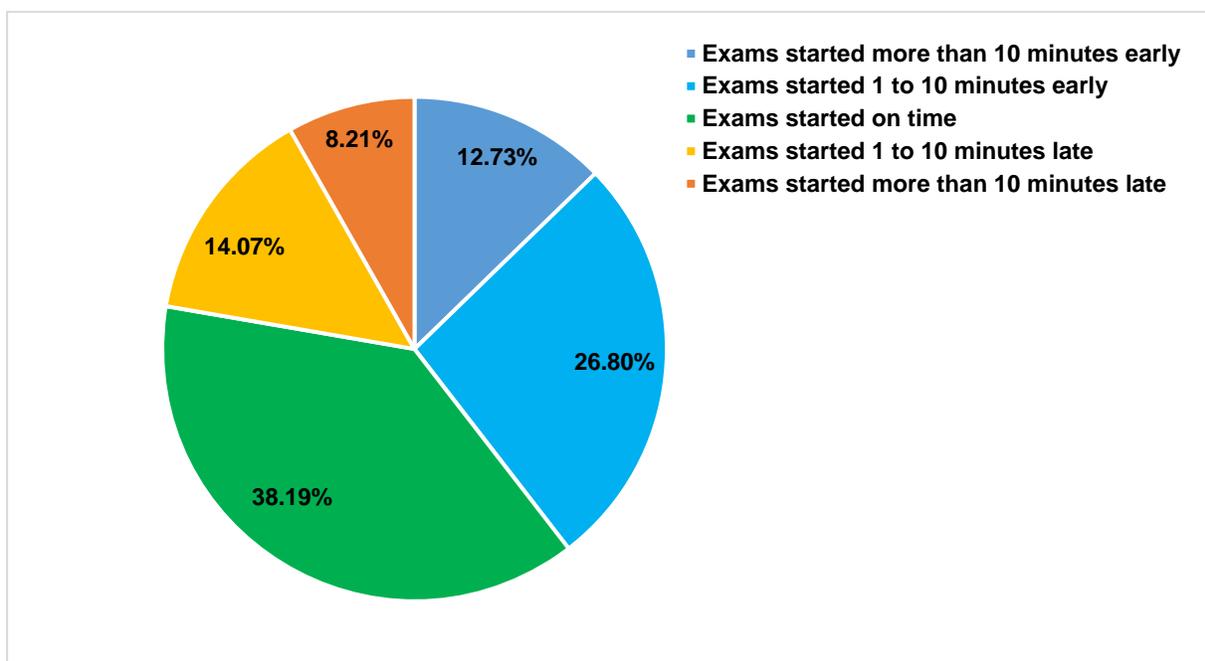
Survey results of exam time compared to scheduled time:

Exam Time information:

Scheduled Exams	597	95.22%
Unscheduled exams (STAT - Add on - ER)	30	4.78%
Total	627	100.00%

Exams Start Time Promptness

		<u>Percent</u>
Exams started more than 10 minutes early	76	12.73%
Exams started 1 to 10 minutes early	160	26.80%
Exams started on time	228	38.19%
Exams started 1 to 10 minutes late	84	14.07%
Exams started more than 10 minutes late	49	8.21%
Total Scheduled Exams	597	100.00%
Non-scheduled exams	30	
Total Exams	627	

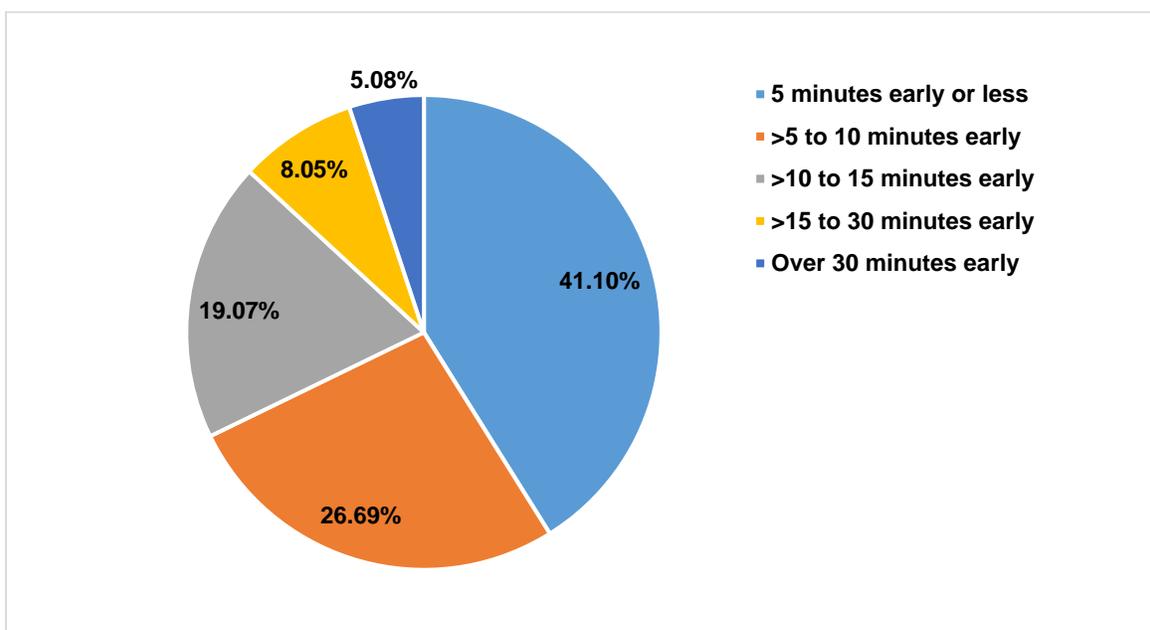


The survey asked if the exam was a scheduled or a non-scheduled exam. Non-scheduled exams include exams worked into the schedule on inpatient or patients presenting in the emergency room. These non-scheduled exams totaled 30 of the 627 exams in the sample. The percentages in the above graph are for the 597 scheduled exams. The graph illustrates that 78% of exams were started either early or on-time. The graph also shows that 22% of exams were started late and 8.2% were started more than 10 minutes late. While the majority of these late starts were attributable to patients being late for the exam, there were instances where the late start may have been avoidable. We will continue to monitor our timeliness and strive to perform all exams at or near their scheduled time. When comparing to data from prior years our timeliness has improved.

SURVEY RESULTS FROM ALL HOSPITAL SITES

Detail of exams started early:

<u>Exams started early detail</u>		<u>Percent</u>
5 minutes early or less	97	41.10%
>5 to 10 minutes early	63	26.69%
>10 to 15 minutes early	45	19.07%
>15 to 30 minutes early	19	8.05%
Over 30 minutes early	12	5.08%
Total started early	236	100.00%



The survey asked for an explanation to be provided if the exam was started more than 10 minutes early. The following are the responses provided by the technologists:

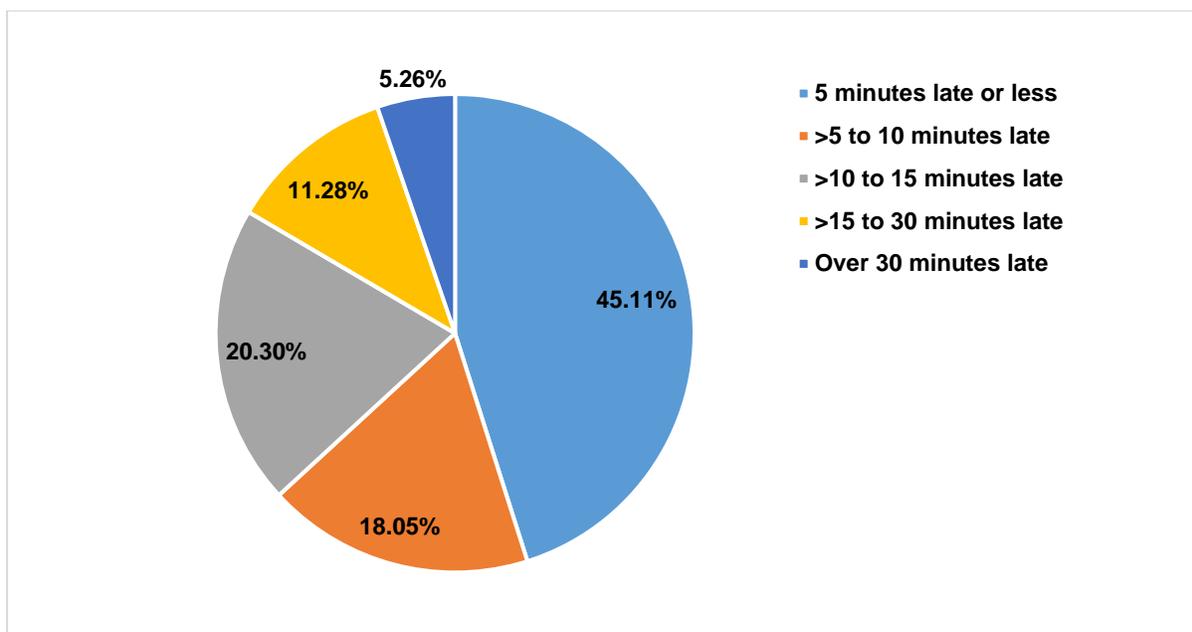
Reasons given for early start on over 10 minutes:

Patient arrived early	57
Patient finished prior test early	6
Doctor running ahead of schedule	2
Worked in add-on	1
No reason was given on survey	10
Total exams started over 10 minutes early	76

SURVEY RESULTS FROM ALL HOSPITAL SITES

Detail of exams started late:

<u>Exams started late detail</u>		<u>Percent</u>
5 minutes late or less	60	45.11%
>5 to 10 minutes late	24	18.05%
>10 to 15 minutes late	27	20.30%
>15 to 30 minutes late	15	11.28%
Over 30 minutes late	7	5.26%
Total started late	133	100.00%



The survey asked for an explanation to be provided if the exam was started more than 5 minutes late. The following are the responses provided by the technologists:

Reasons given for late start on over 5 minutes:

Patient arrived late	32
Prior patient ran longer than scheduled	12
Doctor running behind schedule	9
Prior patient was worked into schedule	4
Waiting for patient who was having other exam	7
Paperwork or administrative delay	2
Patient was told incorrect time for scan	1
No reason provided	6
Total started over 5 minutes late	73

SURVEY RESULTS FROM REEDSBURG AREA MEDICAL CENTER

Reedsburg Area Medical Center

Exam time information

Scheduled Exams	124	95.38%
Unscheduled exams (STAT - Add on - ER)	6	4.62%
Total	130	100.00%

<u>Exams Start Time Promptness</u>		<u>Percent</u>
Exams started more than 10 minutes early	7	5.65%
Exams started 1 to 10 minutes early	16	12.90%
Exams started on time	61	49.19%
Exams started 1 to 10 minutes late	20	16.13%
Exams started more than 10 minutes late	20	16.13%
Total Scheduled Exams	124	100.00%
Non-scheduled exams	6	
Total Exams	130	

<u>Exams started early detail</u>		<u>Percent</u>
5 minutes early or less	12	52.17%
>5 to 10 minutes early	4	17.39%
>10 to 15 minutes early	3	13.04%
>15 to 30 minutes early	3	13.04%
Over 30 minutes early	1	4.35%
Total started early	23	100.00%

Reasons given for early start on over 10 minutes:

Patient arrived early	5
No reason provided	2
Total exams started over 10 minutes early	7

<u>Exams started late detail</u>		<u>Percent</u>
5 minutes late or less	13	32.50%
>5 to 10 minutes late	7	17.50%
>10 to 15 minutes late	13	32.50%
>15 to 30 minutes late	6	15.00%
Over 30 minutes late	1	2.50%
Total started late	40	100.00%

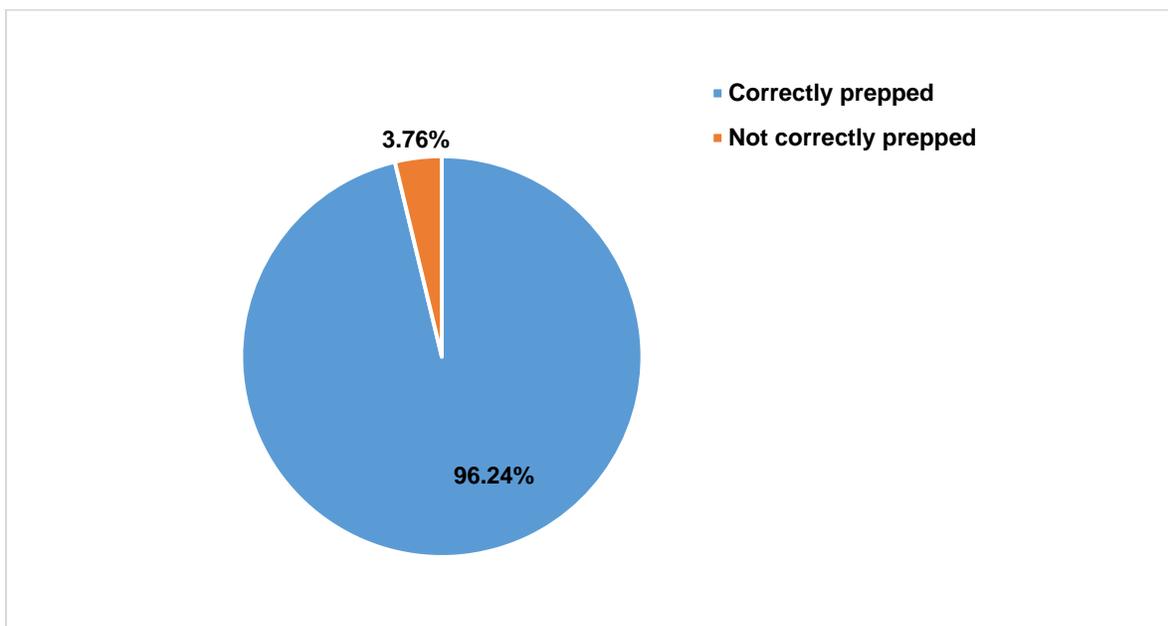
Reasons given for late start on over 5 minutes:

Patient arrived late	14
Prior patient took longer than scheduled	3
Waited for Radiologist to check previous patient	2
Radiologist running late	1
Conflict with Nuclear Med schedule	1
Doctor was late to do procedure	1
ER Patient w OB bleeding done prior	1
Patient had Mammo first	1
Prior patient was late	1
Checking order	1
No reason provided	1
Total started over 5 minutes late	27

Questions answered by Technologist:

Was the patient correctly prepped?

		<u>Percent</u>
Correctly prepped	307	96.24%
Not correctly prepped	12	3.76%
Total exams requiring prep	<hr/> 319	100.00%
No prep needed for exam	306	
Not filled out	2	
Total	<hr/> 627	



Technologists were asked to provide a comment if the patient was not correctly prepped for the exam. The following are the responses:

Comments on Non-prepped patients:

Bladder not full	<hr/> 12
Total comments on Non-prepped patients	12

This is a high rate of patient preparation, however the percentage of non-prepped patients was higher than experienced in past years surveys. This demonstrates that the communication at the time of exam scheduling done by client hospitals with the patient is very good. Shared Imaging Services appreciates that this is done in such an effective manner by hospital staff. As you can see all of the cases of the patient not having a full bladder for an ultrasound scan.

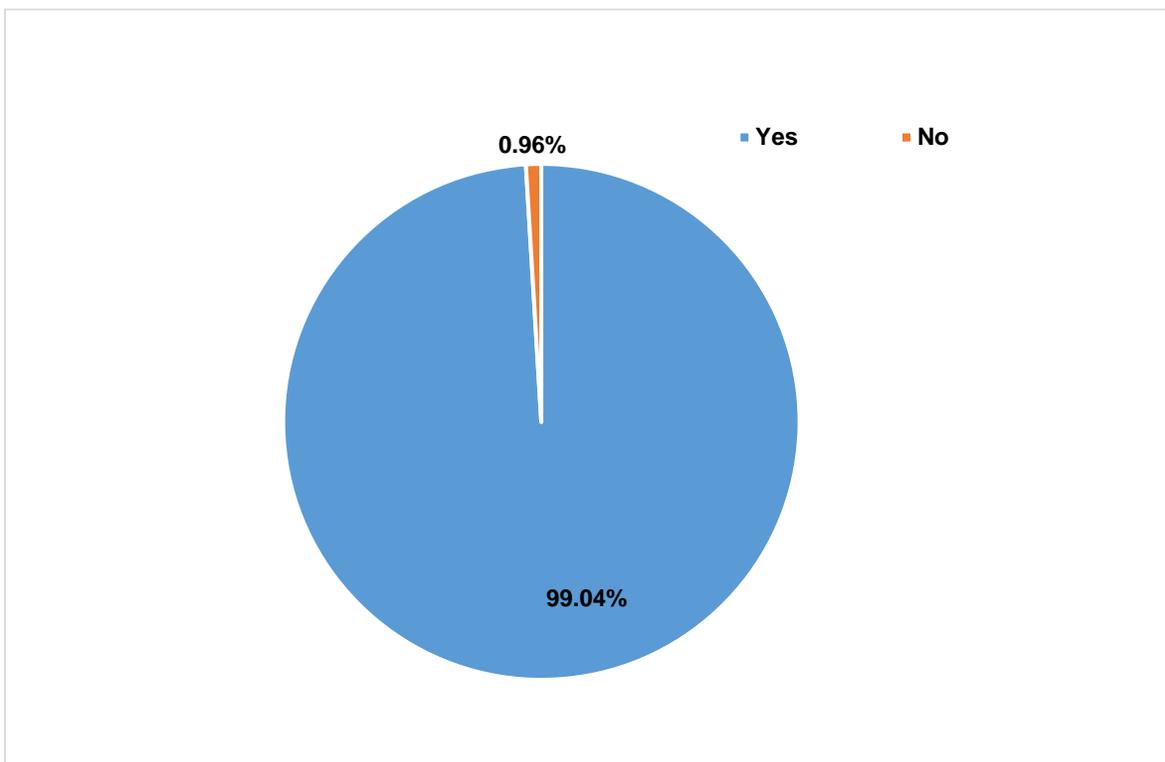
SURVEY RESULTS FROM ALL HOSPITAL SITES

Questions answered by Technologist (continued):

Was the order appropriate given the patients history?

		<u>Percent</u>
Yes	619	99.04%
No	6	0.96%
Total	625	100.00%
Not filled out	2	
Total	627	

This question did require the technologist to use their professional judgment and the question requires a subjective answer in some respects. Despite this limitation the results were nearly universal showing that the correct exam was ordered in the vast majority of cases.



Technologists were asked to provide a comment if in their judgement that the correct scan had been ordered given the patient history. The following are the responses:

Comments on appropriateness of order:

Beta's too low to see, lab results not back yet.	1
Exam should have been Aorta	1
Scheduled as Venous Doppler was Venous Insufficiency	1
Not filled out	3
Total on order appropriateness	6

Reedsburg Area Medical Center

Questions answered by Technologist:

Was the patient correctly prepped?

		<u>Percent</u>
Correctly prepped	67	94.37%
Not correctly prepped	4	5.63%
Total exams requiring prep	71	100.00%
No prep needed for exam	59	
Not filled out	0	
Total	130	

Comments on Non-prepped patients:

Bladder not full	2
Bladder not full not NPO	1
Patient was not told to have full bladder	1
Total comments on Non-prepped patients	4

Was the order appropriate given the patients history?

		<u>Percent</u>
Yes	128	98.46%
No	2	1.54%
Total	130	100.00%
Not filled out	0	
Total	130	

Comments on appropriateness of order:

Scheduled as V-Doppler was V-Insufficiency	1
No comment made	1
Total comments on order appropriateness	2

SURVEY RESULTS FROM ALL HOSPITAL SITES

Questions answered by Reading Physician:

Reading physicians were asked three yes or no questions and were then asked to categorize the exam into one of three diagnostic efficacy categories. Reading physicians were asked to fill out the form and then seal it in an envelope to be returned to the technologist or fax their completed form to the SIS office. Of the 627 survey forms distributed to reading physicians, 358 surveys were completed and returned. The following are the reading physician responses:

Was there an adequate history provided for this exam?

		<u>Percent</u>
Yes	358	100.00%
No	0	0.00%
Total	358	100.00%
Reader did not return survey	269	

The reading physicians found that an adequate history was provided to them for 100% of the cases presented by Shared Imaging Services technologists. Since an adequate patient history is a key component in the reading of exams, this measure is highly significant.

The second question the reading physicians were asked was if the scanning protocol was properly followed. Below are the responses for this question:

Was the imaging protocol properly followed?

		<u>Percent</u>
Yes	358	100.00%
No	0	0.00%
Total	358	100.00%
Reader did not return survey	269	

The reading physicians determined that the imaging protocol was properly followed on all of the 358 cases for which a response was provided.

The reading physicians were also asked whether the image quality for the exam was satisfactory, here are the responses:

Was the image quality satisfactory for this exam?

		<u>Percent</u>
Yes	358	100.00%
No	0	0.00%
Total	358	100.00%
Reader did not return survey	269	

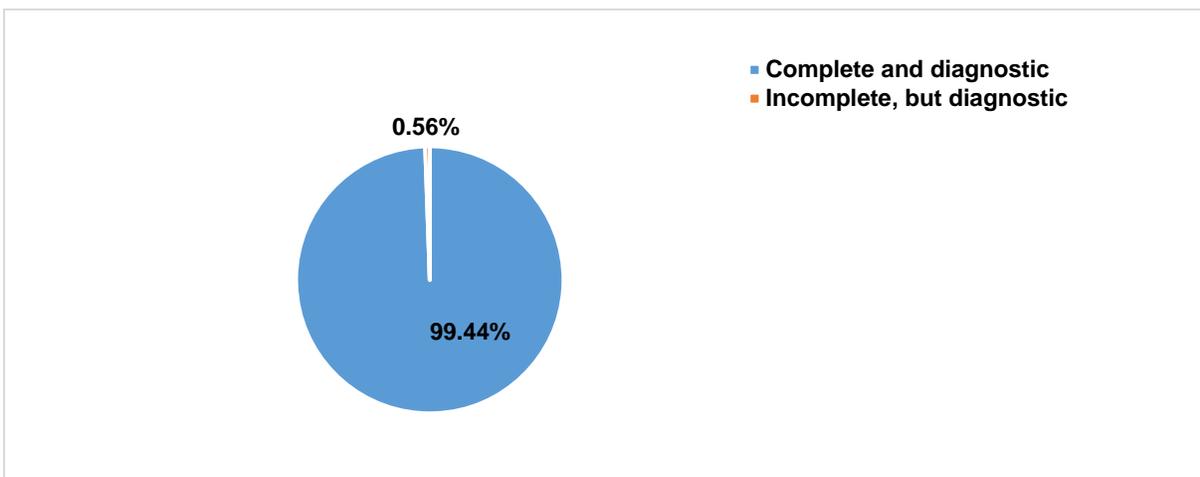
Shared Imaging Services technologist were judged by readers to have produced quality images that were satisfactory for all the exam on which there were responses.

SURVEY RESULTS FROM ALL HOSPITAL SITES

Questions answered by Reading Physician (continued):

Physicians were then asked to categorize the diagnostic efficacy of the exam:

This Exam Was:		<u>Percent</u>
Complete and diagnostic	356	99.44%
Incomplete, but diagnostic	2	0.56%
Repeat exam needed	0	0.00%
Total	358	100.00%
Reader did not return survey	269	



All but 2 of the scans were graded as being complete and diagnostic, those two were graded as being incomplete, but diagnostic. There were no exams determined as needed a repeat exam.

Reading physician coaching comments:

There were 36 forms that contained coaching comments. They were a mix of suggestions for improvement of scanning techniques and protocols and positive reinforcement comments. This is a summary of the coaching comments received:

Coaching comments provided by reading physicians:

Good job, great job, looks good, nice images, etc.	25
Consider use of echo contrast	1
Nice added patient history on worksheet.	1
Nice annotations on reflux portion.	1
Nice below knee images.	1
Thanks for cine through G. S.	1
Comments providing technical coaching on exam	6
Total coaching comments provided by reading physicians	36

Reedsburg Area Medical Center

Questions answered by Reading Physician:

Was there an adequate history provided for this exam?

	<u>Percent</u>	
Yes	79	100.00%
No	0	0.00%
Total	79	100.00%
Reader did not return survey	14	

Was the imaging protocol properly followed?

	<u>Percent</u>	
Yes	79	100.00%
No	0	0.00%
Total	79	100.00%
Reader did not return survey	14	

Was the image quality satisfactory for this exam?

	<u>Percent</u>	
Yes	79	100.00%
No	0	0.00%
Total	79	100.00%
Reader did not return survey	14	

This Exam Was:

	<u>Percent</u>	
Complete and diagnostic	79	100.00%
Incomplete, but diagnostic	0	0.00%
Repeat exam needed	0	0.00%
Total	79	100.00%
Reader did not return survey	14	

Sampling of comments written by reading physicians:

Good job with this case!!

Good job.

Good pics!

Great

Looks good!

SURVEY RESULTS FROM ALL HOSPITAL SITES

Questions answered by Patients:

Patients were given the option to opt out and on 24 surveys the patients indicated that they chose not to participate. Survey forms were not collected or were returned blank from 17 patients. There were 586 of the 627 patients that did fill out the form and seal it in a provided envelope. This is a 93.46% return rate which is a very high participation rate.

I do not wish to participate in this survey.

		<u>Percent</u>
Chose not to participate	24	3.83%
Patient was unable to do survey or survey was blank	17	2.71%
Participated in survey	586	93.46%
Total	627	100.00%

Was this exam satisfactorily explained by the technologist?

		<u>Percent</u>
Yes	586	100.00%
No	0	0.00%
Total	586	100.00%

Did the technologist try to make you feel comfortable?

		<u>Percent</u>
Yes	586	100.00%
No	0	0.00%
Total	586	100.00%

Were you satisfied with the level of service provided?

		<u>Percent</u>
Yes	585	99.83%
No	1	0.17%
Total	586	100.00%

On the first two questions asked of patients, there were no patients that answered negatively to the question. The third question had one negative answer. While this is a 99.8% success rate, Shared Imaging Services strives to reach 100% in these areas. No comment was provided by the lone patient that answered no to the level of service satisfaction question.

Questions answered by Patients (continued):

The Patients were also asked: *“Do you have any comments or suggestions for improvements?”* Of the 586 completed patient surveys, 159 patients offered comments in the space provided. There were 153 comments that were positive comments about the patient encounter. On six of the forms there were comments that were constructive suggestions for improvement or complaints. They are listed below along with responses.

Patient suggestions for improvements:

- 1. Explain procedure on the phone at time of scheduling. Excellent care.**
- 2. I would suggest a monitor on the ceiling for the patient.**
- 3. Punctuality please.**
- 4. More checking to ease comfort.**
- 5. Turn the heat up a smidge please.**
- 6. Wet towel to get rid of stickiness from gel.**

1. This was a comment from an ultrasound patient for a venous Doppler of the leg. The hospitals at which we provide service do a very good job of preparing patients for their exams, but there are times when patients when patients could be better informed about the exam for which they are being scheduled. The end of this comment, “Excellent care”, suggests that this patient did have a positive experience despite the suggestion.
2. Due to the nature of some of the exams performed and the potential for misinterpretation of what the exam looks like on the screen to a patient, having such a screen viewable during an exam is not advisable. Patients are counseled that the reading physician is the source that should be consulted when trying to understand the imaging results.
3. This comment was from an ultrasound patient. Ultrasound schedules are difficult to keep running on time due to a myriad of factors that are presented in the section of this report devoted to whether the exam was performed on time or not. While it is regrettable that at times an outpatient may have to endure a wait time due to circumstances such as an ER patient needing an exam on an urgent basis, these occurrences are at times unavoidable.
4. The patient who offered this comment was a breast ultrasound patient. While we strive to image gently there are some scans that can be uncomfortable due to the pressure of the probe needed to get clear images.
5. This comment was provided by an ultrasound patient. We will pass this comment along to the hospital site at which it occurred.
6. An ultrasound patient provided this comment. While it is our practice to assist the patient in cleaning up the ultrasonic transmission gel used during imaging, we will stress further to our technologists that the post exam comfort is a part of the patient care encounter that is as important as comfort during the exam.

All patient and physician comments both negative and positive are shared with the managers to use while doing their annual technologist performance reviews. Shared Imaging Services does feel that this input is valuable and appreciates that our client hospitals allow us to conduct these surveys on an annual basis on their patients.

SURVEY RESULTS FROM ALL HOSPITAL SITES

The 153 positive comments are too numerous to list here, but this is a sampling:

All staff were amazing! Thank you!

Am always pleased with the high level of professionalism demonstrated.

Danielle did a great job!

Everything was very easy for me and comfortable.

Excellent! Thank you for having compassionate staff.

Great at IV's - piece of cake for me! Yeh

Great care that's why I like it here.

Great job - wonderful tech.

Great people and hospital.

Great technologist!!

Great work! Friendly and very knowledgeable.

I am very impressed at how easy and comfortable my appointment went. Thank you.

I felt she did a great job! :-)

I felt very comfortable.

I was late and still got my exam done.

It was excellent! Exceeded expectations.

It's an uncomfortable procedure, but she was really helpful by telling me what was going to happen and explaining as we went.

Jennifer was very helpful and made my experience pleasant. :-)

Keep up good work.

Lisa was very sweet and so kind, love her.

Love Stoughton Hospital. The tech was terrific.

Made me feel very comfortable, very nice.

Marcia does very good job.

Nice job explaining everything.

Nice lady performed the test

Nice people.

Nice technician - easy and comfortable

No, everything was really nice. I felt welcomed and comfortable.

Professional - Well done!

She did an amazing job!

She did and excellent and very professional job.

She was awesome and so polite.

She was awesome! :)

She was great at explaining things and was thorough.

Stacy was very professional and friendly!

Tech was very informative and explained and answered questions. Great job!! :-)

Technician was very comforting. :-)

Technologist was very professional!

The tech was very friendly and made me feel at ease.

The technologist was very friendly and made the time go quickly by talking with me.

The technologist was very professional and very kind.

Very nice and positive attitude.

Very nice lady - Megan made me comfortable.

Wonderful service! Thank you!

Reedsburg Area Medical Center

Questions Answered by Patients:

I do not wish to participate in this survey

		<u>Percent</u>
Chose not to participate	10	7.81%
Participated in survey	118	92.19%
Total	128	100.00%
Patient section left blank	2	

Was this exam satisfactorily explained by the technologist?

		<u>Percent</u>
Yes	118	100.00%
No	0	0.00%
Total	118	100.00%
Left blank on survey or opted out	12	

Did the technologist try to make you feel comfortable?

		<u>Percent</u>
Yes	118	100.00%
No	0	0.00%
Total	118	100.00%
Left blank on survey or opted out	12	

Were you satisfied with the level of service provided?

		<u>Percent</u>
Yes	118	100.00%
No	0	0.00%
Total	118	100.00%
Not surveyed, opted out or left blank	12	

Sampling of comments written by Patients:

- Great at IV's - piece of cake for me! Yeh
- I felt very comfortable.
- I was late and still got my exam done.
- None needed!!! :0 Mark is above and beyond.
- Thank you for your kindness.
- Treated very well!!
- Very comfortable.
- Very kind and thoughtful
- Very nice and positive attitude.
- Very professional and nice.