

REFERRING PHYSICIAN SATISFACTION SURVEY

IMPROVEMENTS

- Increased report results turnaround time due to widespread use of voice recognition.
- For CT and MRI, increase in satisfaction for timeliness of reports, quality of reports and responsiveness of radiologists.
- For scheduling of radiology services, an increase in satisfaction for ease of scheduling services, courtesy of staff and the overall scheduling process.
- Increase in satisfaction for referrals/access due in regards to appointment availability, radiologist reputation and latest technology.
- There was an increase in satisfaction of all radiology services from 2009 to 2013.

ACTION PLANS IMPLEMENTED

- Providing better access through our outreach sites (e.g., MUSC Health East) created more exam volume and improved appointment availability. This enabled us to provide our patients with quicker access to MRI, CT and mammography.
- Changing how our referring physicians receive their results from mail, fax, Practice Partner to EPIC has helped with our report timeliness.
- To provide better report turnaround time and opportunities for consults with our referrals, there was an increase in our subspecialized faculty. Additional subspecialized faculty have improved availability for procedures and consultations.
- State-of-the-art imaging has improved image quality and rapid exam time.
- Implementation of EPIC has improved availability of results compared to prior practice of reports from mail, fax and Practice Partner.

Quality Improvement	October 2009		December 2013
Timeliness of Reports	35%		52.6%
Quality of Reports	41%		54%
Radiologists Responsiveness	50%		64%
Ease of Scheduling	21%		33%
Courtesy of Staff	25%		37%
Overall Scheduling Process	23%		28%
Appointment Availability	18%		28%
Radiologist Reputation	53%		63%
Latest Technology	51%		52%
Overall Rating Excellent	32%		46%