

## Participants:

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## Department:

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## Project Title: Optimizing Radiology Report Turnaround Time (TAT).

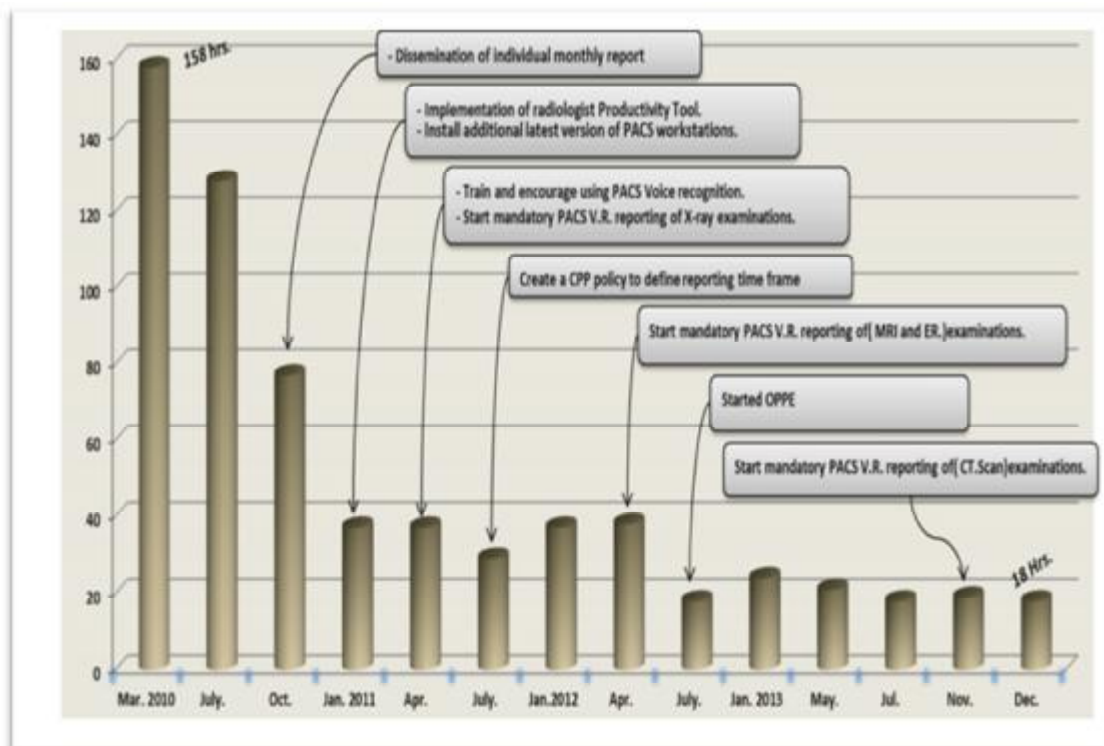
**PROBLEM:** Upon reviewing radiology examination report TAT in early 2010, the quality team at the MIA realized the long time the reports took to reach the treating physicians. Therefore certain measures had to be applied and followed over an extended period of time to ensure that reports reached the treating physicians in a timely fashion to help directing patients' management.

**AIM:** The aim of this quality improvement project is to reduce the average radiology report TAT to less than 24 hours

**INTERVENTIONS:** The project was conducted based upon the FOCUS PDCA technique including monitoring and frequent feedback to all concerned staff. The following nine steps were sequentially implemented over a period of 22 months:

- Dissemination of individual monthly report specific for each radiologist
- Implementation of radiologist Productivity Tool
- Installation of additional latest version of PACS workstation
- Train and encourage utilization of PACS voice recognition
- Start mandatory PACS voice recognition reporting of X-rays examinations
- Create Corporate Policy and Procedure to define reporting time frame
- Start mandatory PACS voice recognition reporting of MRI and emergency examinations
- Start periodic On-going Professional Performance Evaluation (OPPE)
- Start mandatory PACS voice recognition reporting of CT scan examinations

**RESULTS:** The graph below summarizes the Admission monthly TAT preceding and following each intervention over The project period.



## TEAM:

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## PROJECT SPONSOR:

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Director of Medical Imaging Administration

## COACH:

Mr. Yahya Alqahtani  
Quality Assurance Officer

## Conclusion:

-The implemented measures caused the Radiology Report TAT to drop from 158 hours at the time of project initiation in March 2010 to only 18 hours in Dec 2013.  
-The radiology reports were made available for the treating physician and surgeons in a timely manner  
-This was successfully achieved in spite of about 25% increment in the number of radiology examinations performed over the same period of time.

## Next step:

-Continue monthly monitoring  
-Encourage feedback from reporting radiologist for further suggested interventions to achieve the desired goal  
-Expand the mandatory voice recognition to all imaging modalities  
Ensure completion of all assigned reports prior to radiologist' vacation