

## PROBLEM

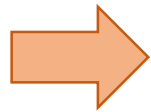
It has been observed at the Hahnemann X-Ray department that patients with cognitive issues (i.e. Dementia) are not provided the same level of patient care as those patients who do not have cognitive issues.

## SCOPE IN/OUT

IN Outpatient X-Ray visits at the Hahnemann Campus, Monday – Friday only  
 OUT All other campuses, modalities. Weekends & Holidays

## BACKGROUND / CURRENT CONDITIONS

- **Hahnemann Campus**
- FY 18 Exam Volume **23,501**
- Of these, **12%** have Dementia Dx.
- Average **11/day of service**

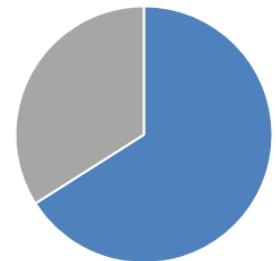


- Repeat Imaging (**Increased Dose**)
- Longer Exam Length (**Decreased Efficiency**)
- Tech Frustration (**Disengagement of Staff**)
- Poor Experience ( **Lower Patient Satisfaction**)

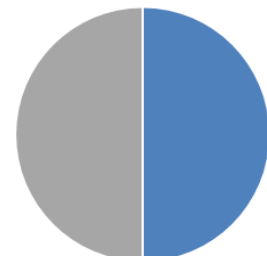
## Staff Survey

A baseline survey was sent out to staff to gauge their understanding of dealing with patients that have cognitive issues and to determine the frequency and impact that cognitive issues have on the quality, safety and efficiency of imaging.

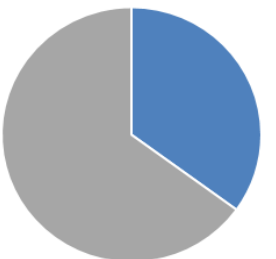
## Results of Baseline Survey



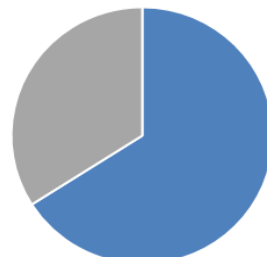
66% of respondents reported dealing with patients that have cognitive issues at least 4 times per week.



50% of the time the Technologists ability to perform an imaging test are hindered by a cognitive issue.



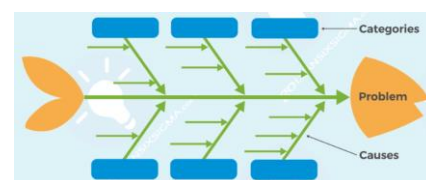
35% of Technologists do not feel the Patient is receiving the best care possible as a result.



66% of Technologists felt education and knowledge would improve their ability to work with patients that have cognitive issues.

Exams are delayed due to a patient's cognitive impairment	75.68%
I am often unable to verify patient or exam information due to their cognitive impairment	45.95%
In my experience, patients with cognitive impairment often become agitated	64.86%
In my experience, patients with cognitive impairment often become obnoxious	13.51%
I often have to repeat images when working with patients who have cognitive impairment	51.35%
Patients with cognitive impairment often need to be restrained	37.84%
I often feel frustrated when I am not able to perform the required exam	35.14%

## Root Causes Impacting Quality & Safety

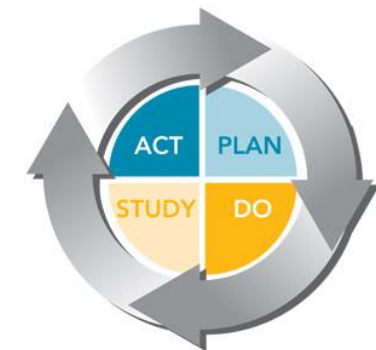


## IDENTIFIED ROOT CAUSE

Based on responses from the survey 66% of respondents felt that education would improve their ability to work with patients that had a cognitive impairment.

## SMART GOAL:

Increase the knowledge & comfort of staff working with patients with cognitive issues. Measure knowledge base of staff after education



## PLAN - Countermeasure

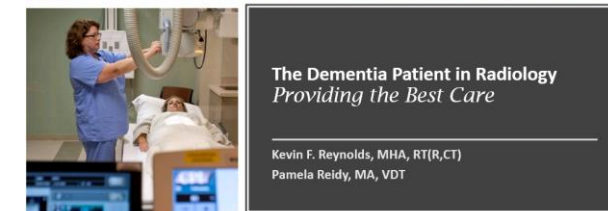
Develop a Radiology based educational activity that would be aimed at staff with the following objectives:

- Become knowledgeable about cognitive impairment
- Identify signs of cognitive impairment
- Gain an understanding of how best to communicate with patients that have cognitive issues
- Learn methods to improve the patient and staff experience while in the radiology Department



## DO - Implementation

- A 3 CEU event was developed and presented on Saturday, November 17, 2018.



## STUDY - Conclusion

A post education survey was conducted to measure the perceived benefit the education had on staff and the impact on patient care (quality and safety)

Q1. Please rate your knowledge of how to dealing with patients that have cognitive deficits BEFORE the presentation (1-100)

**52**

Q3. AFTER attending this presentation, do you feel that the care you will provide to patients with cognitive deficits will be improved?

**100 %**

Q2. Please rate your knowledge of how to dealing with patients that have cognitive deficits AFTER the presentation (1-100)

**87**

Q4. Would you recommend this training to your co-workers?

**94 %**

## ACT – Follow Up / Actions

- The original 3-houe presentation was adapted for use in 1-hour staff meetings.
- This has been presented at University and Memorial Campuses for all shifts
- Future dates are being set for other member hospitals (Health Alliance, Clinton & Marlborough)

## LESSONS LEARNED

- Ongoing Staff Education is important to staff engagement and can have big impact
- Coordinating everything (Material, Speaker, Staff, Location) can be a challenge
- Putting problem out to large group was helpful – RN Professional Development could assist with identifying Case Worker who knew at Dementia Educator Specialist

**Special Thanks to:** Pam Reidy, MS, VDT; Linda Pellegrini, NP – Geriatrics; Linda Anderson, Lead Technologist; and all of the Staff Technologists at Hahnemann Campus for participating in the project.