

Munchkin Right In Access to paediatric magnetic resonance imaging

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Case for change

1 in 4 children referred for an urgent (7 days or less) or semi-urgent (30 days or less) MRI do not have their MRI within the clinically-appropriate timeframe.

The radiology service at The Children's Hospital at Westmead (CHW) is the only stand-alone level 6 specialised paediatric medical imaging service in NSW. Over the past decade, the demand for MRI scans at CHW has significantly increased.

The patient journey has been negatively affected, reflected in extensive delays of up to 12 months to access MRI scans and numerous medical staff and patient complaints.

Families, carers, referring clinicians and medical imaging staff have also expressed growing dissatisfaction with elements of the MRI service, including booking availability and communication with the medical imaging department.

Concerns have been raised by clinicians with regards to delayed patient care and potential adverse health outcomes.

Goal

To improve access to MRI for patients referred with a clinical priority of urgent (< 7 days) or semi-urgent (< 30 days) at CHW, through a transparent and patient-focussed process, to ensure timely clinical decision making, by December 2021.

Objectives

Method

The project was undertaken using

the ACI Redesign Methodology

- 1. 100% of patients referred to an MRI with a clinical priority of 'urgent' to have an MRI within 7 days, compared to 93%, by December 2021.
- 2. 80% of patients referred to an MRI with a clinical priority of 'semi-urgent' to have an MRI within 30 days, compared to 50%, by December 2021.
- 80% of patients referred to an MRI with a clinical priority of 'urgent' or 'semi-urgent' to be scheduled an MRI scan date within a week (5 business days) of a referral received, compared to 34%, by December 2021.

28

one-on-one staff

activity

Implementation Vision for the MRI service

Transparent

scheduler

Short-term, process solutions

Streamlined

triage assessment

to ensure paediatric patients

receive an MRI scan within the

clinical priority required by the

referring clinician

Timely

booking

to ensure only minimal paperwork is required for an easier booking process

Streamlined

referral process

Transparent electronic system

to track MRI requests to ensure timing is within required timeframes



Optimise utilisation

Clear non-GA backlog

250 pending requests for

non-GA MRIs scheduled

Achieved

Review pathway for

triage and pre-scan

questionnaire

to allow for faster

booking process

In progress

of MRI machines

Right-time

Medium-term, capacity and resources solutions

Patient and families centred booking process

Clear backlog for MRIs under GA

to ensure all outstanding MRI under GA requests are scheduled by December 2021

of MRI flow through the addition of ordination roles and upskilling of radiography staff to perform

additional functions

Improve coordination

Increase MRI utilisation

Conclusion

rough longer operating hours and additional anaesthetic capabilities

Enhance provision of

through offering more sedation options

alternatives to GA

rough enhanced pathways to using child-life therapy

Initial results

Objective #1 100% of urgent scans booked within 7 days

Collaboration

Patient preparation

presented to wards by Medical Imaging CNE

Achieved, ongoing

Objective #3 MRI scheduled within

Equitable Access

5 business days of referral received

Achieved for non-GA MRIs

Obtain GA consent on the day of scan

to allow for faster booking process

Pilot in progress

Diagnostic summary



referrals audited in the office did **NOT** have a booking date (n=247)

A third of inpatients arrive more than 30 minutes after being called for their MRI

1 in 5 inpatients is not ready to go into the MRI machine (metal from monitoring equipment to

kept calling and finally go hrough after waiting 4 months to hear... I was then told I idn't have an appointment and could go on a standby list.

not chased up



My heart sinks when I

know I must send this kid



and watch the patient deteriorates whilst they are waiting for their MRI scan..

Half of the calls

per day are

families asking

when the MRI is



lecurrent arguments between referring

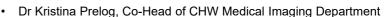
1 in 5 appointments is

escheduled at least once

urgency of scans

concerned about the waiting period

consultants and radiologists regarding



- Dr Joanne Ging, SCHN Executive Director Clinical Operations
- MRI Redesign Steering Committee members

Acknowledgements

- CHW staff
- Families and carers of paediatric patients referred to an MRI
- ACI Centre for Healthcare Redesign
- Christie Graham, Strategic Change Manager, SESLHD

The project is in implementation phase with key outcomes from the clinical redesign expected to be seamless referral, triage and booking processes. The approach taken to diagnose root cause issues and resulting solutions could be replicated

The redesign of the MRI service at CHW is one of the priorities of

SCHN. This project has been the first building block in working towards the overall

MRI Service vision: an MRI state-wide that will facilitate access to care, ensure

Sustaining change

The project has strong medical engagement and is overseen by a Steering Committee comprising the CHW Heads of Department for Medical Imaging and Anaesthesia. The solutions were co-designed with key stakeholders from the Medical Imaging Department and across CHW to ensure improvements were tailored to the service and addressed the root causes of the issues identified

- the implementation of a transparent electronic system to support the referral, triage and scheduling functions
- SCHN executive commitment to implementing the solutions and improving access to paediatric MRI

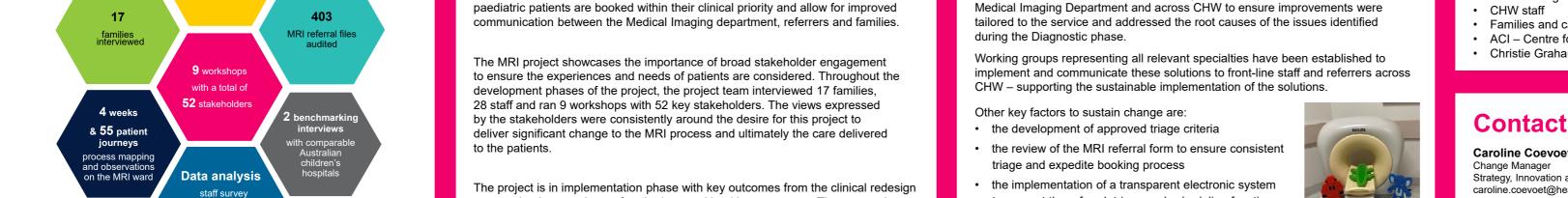
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1 in 4 MRI report

than 2 days after

is issued more

the MRI scan

Often we just sit there