

# National Quality Improvement Conference



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## To improve on the duration of delay before performing MRI scans for claustrophobic patients

### Problem Statement

From January 2022 to March 2022, there was a significant number of MRI patients who are claustrophobic (19% of total MRI patients).

Claustrophobia: Fear of being trapped or suffocated

The standard preparation time is 20 minutes. However, claustrophobic patients require more time to prepare them before their MRI scans. This additional time taken constitutes to delay in the workflow.

This project will tackle on reducing the delay before starting MRI scans for these patients.

By reducing delays in MRI:-

- More time available to accommodate more patients in MRI
- Improve patient experience in MRI

### Project Aim

Average duration of additional preparation time before performing MRI scan is calculated as 18.9 minutes.

This project will measure the compliance rate of achieving less than 18 minutes for the duration of additional preparation time for claustrophobic patients.

**Compliance rate: Number of claustrophobic patients with additional preparation time of < 18mins before starting scans for each month ÷ The total number of claustrophobic patients with additional preparation time before starting scans for each month**

**Target: 80% compliance**

### Lessons Learnt

#### Challenges faced:

- 1) The team needs to engage with each MRI radiographer to standardise the practise of these interventions.
- 2) When there are a number of patients at the MRI waiting area to be screened before their scans

#### Strategies employed:

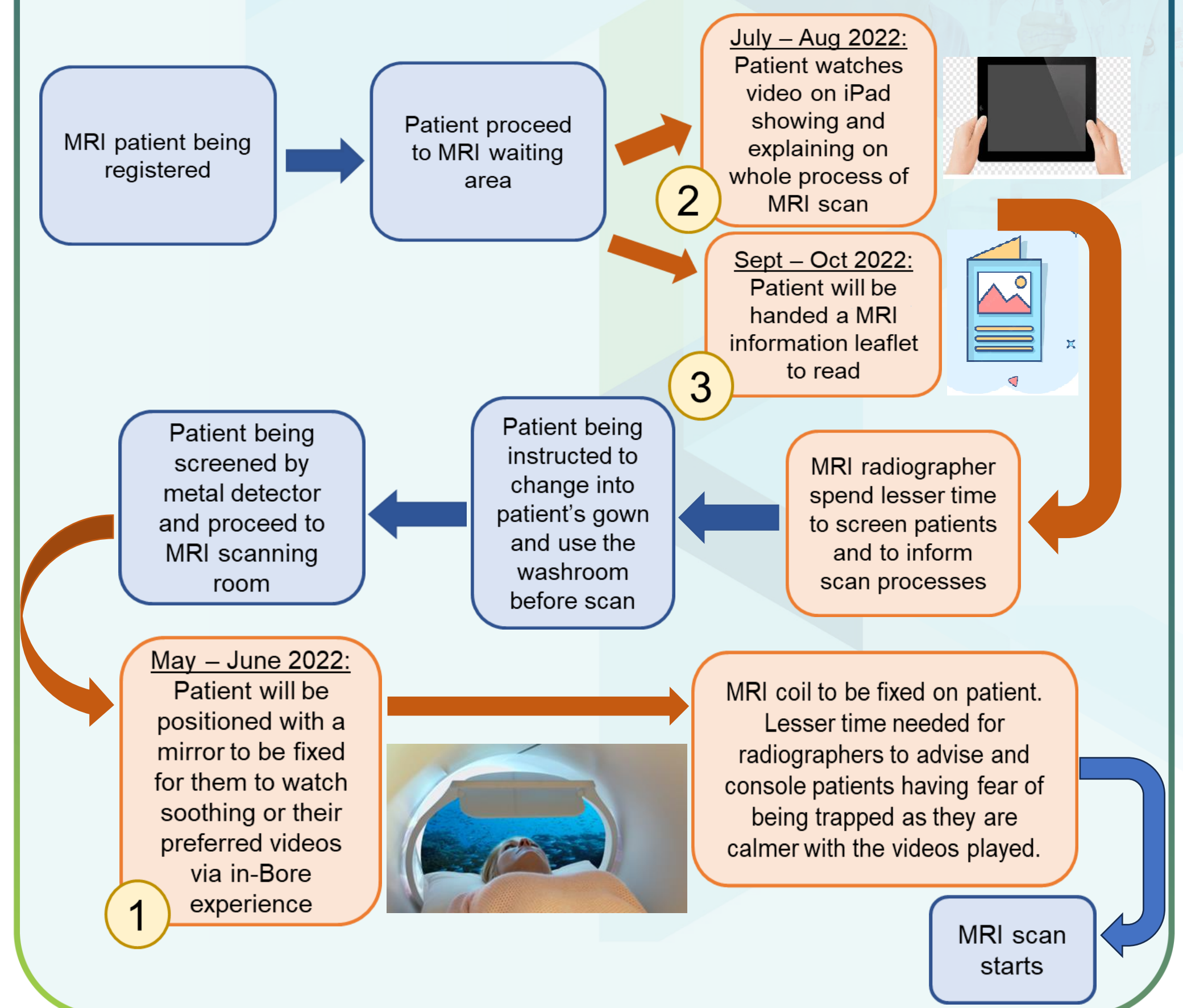
- 1) Ensure implementations become a part of training for MRI radiographers. Senior MRI radiographers to guide and check on the new radiographers to comply with standard of practice in MRI.
- 2) Ensure sufficient supply of iPads for patients to watch the video on MRI scan processes, and information leaflets for patients to read before their scans.

### Potential Solutions

#### IMPROVED PROCESS WORKFLOW

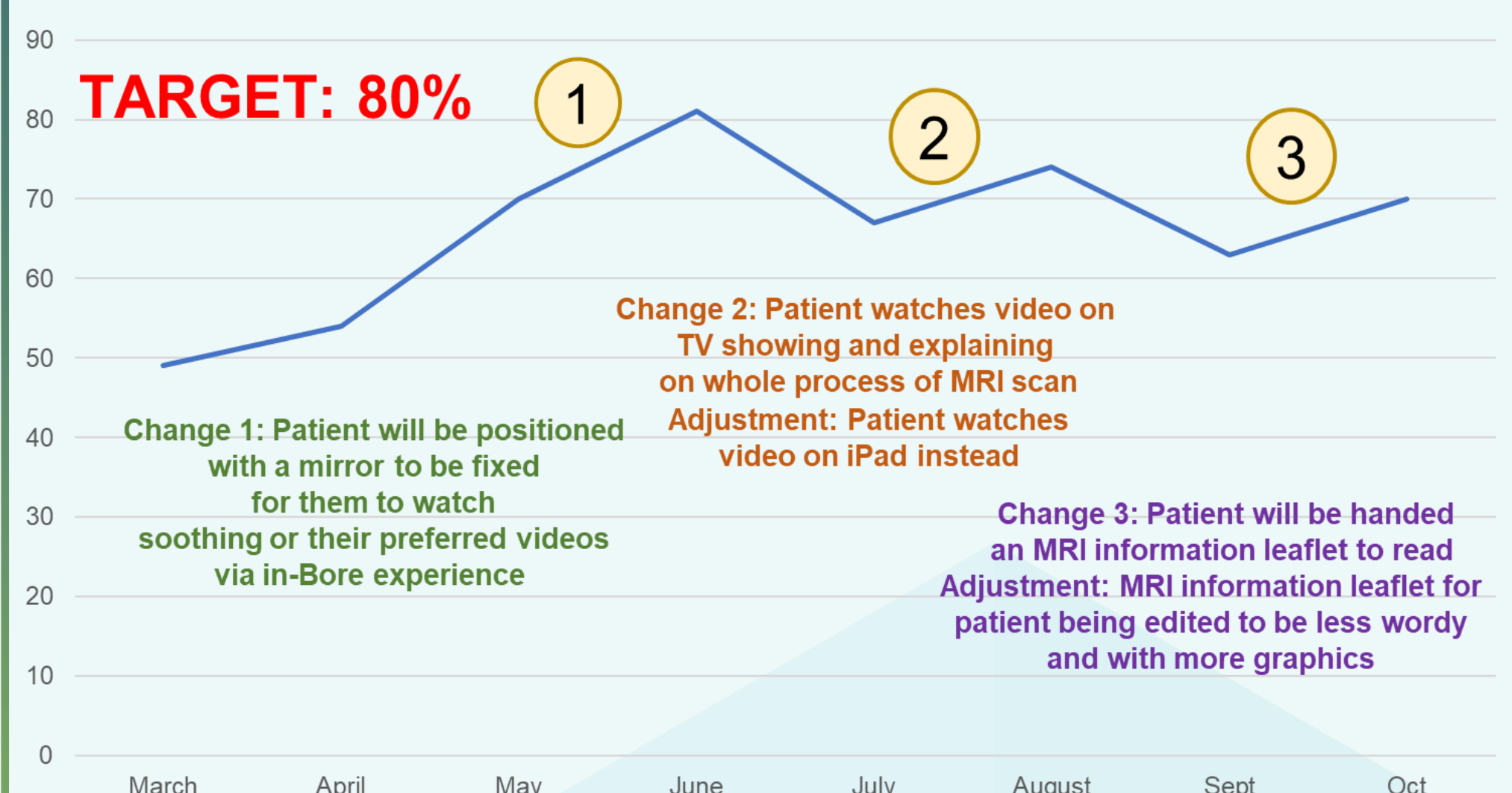
\*USUAL WORKFLOW: HIGHLIGHTED IN BLUE

\*PROJECT INTERVENTIONS AND CHANGES: HIGHLIGHTED IN ORANGE



### Outcomes & Impacts

Compliance rate (%) from March – October 2022



The three interventions implemented should be continued on as:-

- Duration of additional preparation time has reduced significantly
- More time available to accommodate more patients in MRI
- Positive feedback from patients : Better understanding of MRI scans and improved patient experience

In the long run, the video showing MRI scan processes and the MRI information leaflet can be implemented in other IHH Healthcare hospitals.