"Improve Upon": Understanding and Responding to Calls From the Operating Room to Radiology Staff

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PURPOSE

- Identify common reasons for operating room (OR) calls to radiologists.
- Understand the impact of interruptions on radiologists' workflow, which significantly impacts patient care.
- Discuss communication and procedural issues in the OR that delay radiology workflow including: premature calls before radiograph obtained or sent over, incomplete clinical information, and failure to include all pertinent structures on radiology image before radiology technician leaves room, resulting in repeat images.

METHODS/MATERIALS

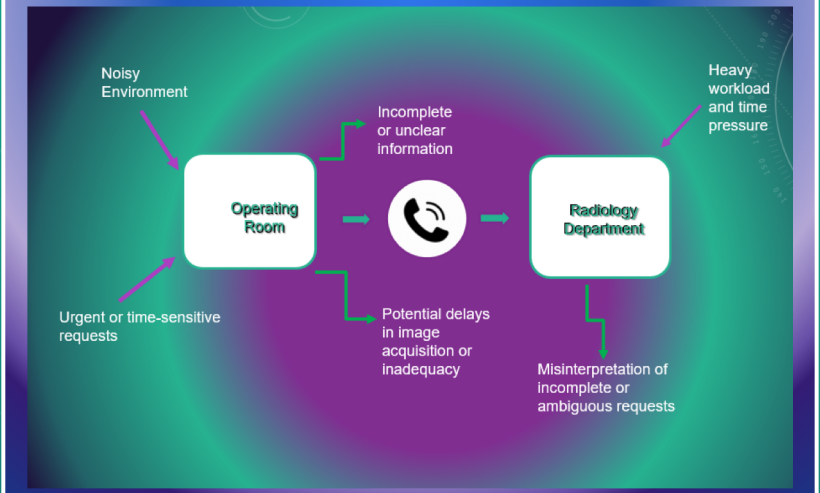
The efficiency of communication between the OR and the radiology department is pivotal in the smooth functioning of hospital operations. However, interruptions from frequent calls from the OR can create significant time-wasting episodes and disrupt workflow in the radiology department. This project aims to investigate the nature and impact of these interruptions, propose solutions to reduce time waste, and enhance productivity.

ACKNOWLEDGEMENTS/CONTACT

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RESULTS

Radiologists often receive calls from the OR for urgent image interpretations or aid in identifying missing surgical instruments. With an already existing high volume and time pressure; frequent or inefficient calls from the OR are often prone to misinterpretation and can result in distractions which may significantly impact patient care. Distractions and inattentiveness during and after these interruptions may cause radiologists to miss salient imaging findings. Moreover, interruptions significantly increase task completion time for radiologists. Communication with the radiology technician remain very important to get the appropriate images. We discuss improving communications with the OR and provide procedures to implement so the process is more efficient requiring less callbacks while improving staff satisfaction.



CONCLUSION

There are many OR procedures performed that require radiology consultation including incorrect instrument counts, urgent reads and removal of OR materials. Educating the OR staff on what is expected by the radiologist is important to make the correct diagnosis while eliminating constant interruptions and phone calls by OR staff. By addressing these communication inefficiencies, hospitals can enhance productivity, improve staff satisfaction, and ultimately provide better patient care.

Ways to Decrease Inefficient OR calls to Radiology

- ✓ Create standardized communication protocols
- ✓ Ensure radiographic images adequately includes the operated regions of interest
- ✓ Limit background noise during call to radiologist
- ✓ Strengthen feedback loops with confirmation of receipt

REFERENCES

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