

# Orthopedics X-ray Requisition Quality

## The Problem

Incorrect x-ray requisitions caused rework and interrupted patient in the Orthopedics clinic. Before the intervention, up to 25% of all requisitions contained an error of some type, such as wrong side, wrong site or incorrect views. The x-ray techs always ask the patients their “chief complaint” before taking an x-ray so most errors were caught and a new requisition was completed. However, this rework caused significant delays for patients during clinic.

## Aim/Goal

- Work collaboratively with the physicians
- Improve x-ray requisition quality

## The Team

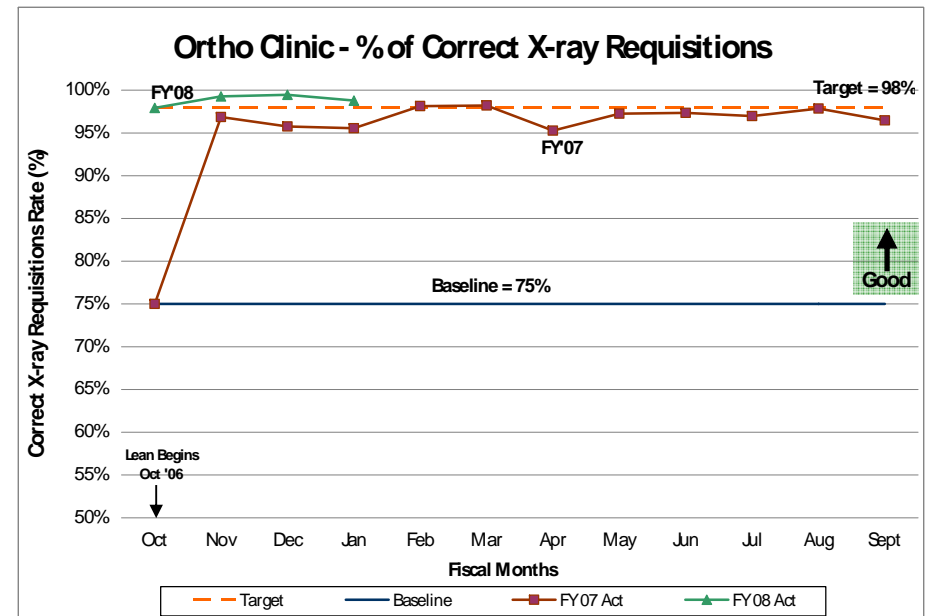
- Orthopedics Leadership
- Orthopedics Physicians
- Orthopedics Support Staff
- Diagnostic X-ray
- Lean Program Team

## The Interventions

- Created a physician-friendly x-ray order sheet (grouped like body parts, etc)
- Implemented a production control board to get real time data
- Used data collected to troubleshoot and solve problems

## The Results

Metrics	Baseline (Oct '06)	Target	Results (as of Jan '08)
% of correct X-Ray Requisitions	75%	98%	98.8%



## Lessons Learned

- Mistake-proofing the requisition immediately reduced errors
- To improve the x-ray order sheet it was key to involve the physicians as they are the main users
- Communication is key for implementing change
- Importance of looking at process in excruciating detail
- Importance of being open to change
- Reorganizing order of tasks and location of equipment reduces movement
- Patient perspective key to identify things to be improved

## Next Steps/What Should Happen Next:

- Continue to monitor any issues hourly on the production control board
- Continuously improve using data

