Aim statement: To have 90% of diagnostic CTs requested by ED during business hours performed within defined time periods by January 2019.

**Abdo CTs: 90 minutes**

**Non-abdo CTs: 60 minutes**

Background: Imaging delays can have an impact on ETP targets. This is particularly true for CTs, which generated the bulk of delays for our site. In addition, delays of diagnosis will delay treatment, which may impact on patient care.

The Problem:

CTs from ED often cause ETP delays, as well as delaying significant clinical delays.

To have 90% of diagnostic CTs requested by ED during business hours performed within defined time periods by January 2019.

Project team:

- Pat Redmond – Project Lead
- Kirsti Dixon – Nurse Manager
- Jo Caldwell – ED NUM
- Ceara Collins – CT Senior
- Ellie O’Keefe – Radiographer

Planning PDSA Cycles to test Change Ideas

<table>
<thead>
<tr>
<th>Change Idea</th>
<th>Name of Change Idea to test via a PDSA Cycle</th>
<th>Staff to co-ordinate PDSA</th>
<th>Measures: How will you know that a change is an improvement?</th>
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<tbody>
<tr>
<td>Priority 1</td>
<td>Dealing with incorrect/inappropriate requests</td>
<td>Imaging staff DMO ED doctors</td>
<td>Reduction of incorrect orders</td>
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<tr>
<td>Priority 2</td>
<td>Minimising prep delays, including cannulation</td>
<td>Imaging staff</td>
<td>Reduction in delays because patients are not cannulated, or haven’t been prepared</td>
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<tr>
<td>Priority 3</td>
<td>Raising awareness of the impacts of imaging delays</td>
<td>Imaging staff ED NUM Radiographers</td>
<td>Increased focus on achieving targets.</td>
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<td>Priority 4</td>
<td>Reduction of image transfer time</td>
<td>Imaging staff PACS</td>
<td>Reduction in image transfer times</td>
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</tbody>
</table>

Outcome of project:

There was significant reduction of delays, particularly for CT abdo studies. We were able to meet the target for two months for abdo CTs, however we were unable to meet the KPI for non-abdo CTs. Performance reduced around September due to position changes, but has jumped up again.

Plans to sustain change:

- Regularly review statistics and track results
- Discuss with staff at monthly meetings
- Monitor delay drivers and work to remove