

Optimizing Radiology Reporting through Teams

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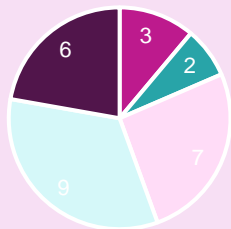
Introduction

- Microsoft Teams is a tool that can be used for real-time call/chat with Radiology, but clinicians are hesitant to do so.
- This study explores the institutional hesitancy regarding use of Teams and inefficiency of telephone/pager communication.

Methods

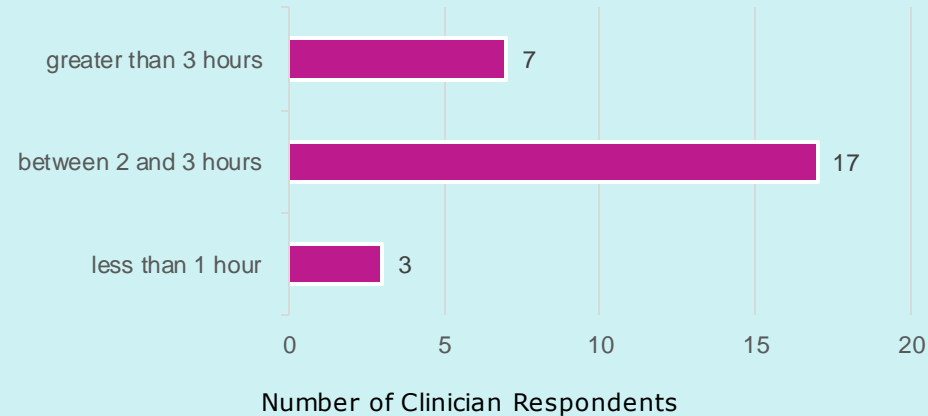
- Surveys were distributed to Radiology residents and Clinicians at a community hospital via email using Microsoft Forms.
- Surveys were conducted non-anonymously to facilitate potential further discussion with other departments.

Clinician Agreeability to Using Teams to Communicate

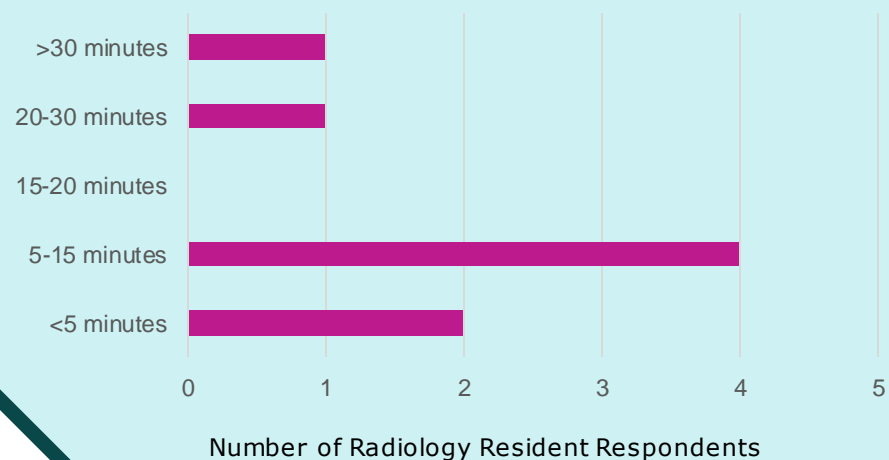


- Strongly disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

Survey to Patient-Facing Clinicians: "On average, reporting of findings has taken..."



Radiology Resident Reponse to Statement: "Being on holding or finding the appropriate provider has delayed dictation of other studies on average by:"



Results

- 27 clinicians (residents, mid-levels, and attendings) responded.
- 63% clinicians stated that average reporting of findings took 2-3 hours and 41% answered "Sometimes (21-40%)" to the statement: "It required an inordinate amount of time to receive communication about findings."
- 56% clinicians were amenable to logging into mobile or desktop Teams to communicate with Radiology on shift.
- Despite this, 44% selected "Strongly disagree" or "Disagree" to the statement: "It would be easier if Radiology contacted us directly via Teams chat."
- 8 Radiology residents participated.
- 88% were placed on hold "Sometimes," "Often," "Very frequently," or "Almost always" when attempting to report findings.
- **75% radiology residents cited to being redirected with an average of 1 redirect per call.**
- Most selected **communication took 5-15 minutes.** All radiology residents were logged into Teams.

Discussion

- Use of telephones/pagers is associated with **delays in reporting of critical findings**, impacting patient care.
- Use of Teams for communication can improve workflow and patient care, but further efforts are needed to educate departments of its capabilities, to increase the limited adoption of Teams as a resource.