Over the course of the project, a committee consisting of radiologists, emergency medicine physicians, administration, quality assurance staff and myself met bi-weekly and discussed the topics featured here. Additionally, a team of analysts from Lifespan assisted in data collection.

### Results

<table>
<thead>
<tr>
<th>NPT ED</th>
<th>RH ED</th>
<th>TMN ED</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTMR</td>
<td>Headache</td>
<td>35%</td>
<td>55%</td>
</tr>
<tr>
<td>CTMR</td>
<td>Low Back Pain</td>
<td>16%</td>
<td>32%</td>
</tr>
</tbody>
</table>

Future modes of analysis (FMEA) chart determines potential failure at each process step, the effects, severity, cause, and process controls.

Data collection plan lists potential X’s and determines which is the critical X.


## Conclusion and Outcomes

Lifespan was able to reduce their low back pain image ordering from 40% to 23%; however, imaging orders for uncomplicated headache increased from 53% to 70%. It is to be noted outlying factors, such as the closing of a proximal hospital, were not taken into account at the conclusion of the project. Despite an initial lack of support from the providers as well as administration, it became clear minor disturbances in workflow were necessary and acceptable in order to improve the quality of patient care. Through implementation of a user-friendly system and clear communication between leadership and staff, it is possible for the staff at Lifespan to continue to provide quality healthcare.

## Future Directions

The following are new standards to be met in order to continue to provide quality healthcare at Lifespan.

- New residents must be educated on PAMA regulations regarding imaging.
- Communicate expectations of providers to limit use of free text during image ordering.
- Perform medical record audits to ensure compliance in accordance with regulations.
- Integrate user friendly ordering system.

## Acknowledgements

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- Jenna Bessette, Administrative Assistant, Operation Excellence
- Allison Shoemaker, Professor, Rhode Island College
- All physicians, directors, and other staff on the committee of the Shared Decision Making Project


## Works Cited