

Communication among teams improves mammogram rates

FEATURED TEAM: Adult Medicine

WHAT THEY DID:

The members of this UBT at Shady Grove Medical Center in Rockville, Md., worked with Primary Care and Radiology to resolve scheduling conflicts that resulted in patients being turned away from same-day mammogram appointments. The unit-based team:

- » Created a working agreement with Radiology that spells out a process for sharing schedule information so the best days and times for same-day mammograms can be identified.
- » Set clear boundaries. For example, the Adult Medicine unit agreed not to send patients for mammograms after 3:45 p.m., when one radiology technician is trying to close out the day’s appointments without incurring overtime.

RESULTS:

Mammogram screening rate

