
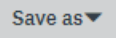


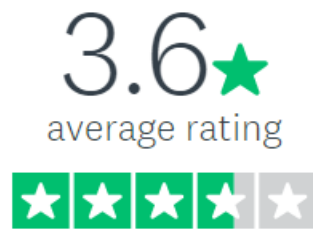
# TTUHSC - El Paso Physician Radiologist Professional Services Customer Survey – OCTOBER 2020

Q1

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What is your current overall satisfaction level with professional (Radiologist, MD) diagnostic services provided by TTUHSC - El Paso department of radiology?

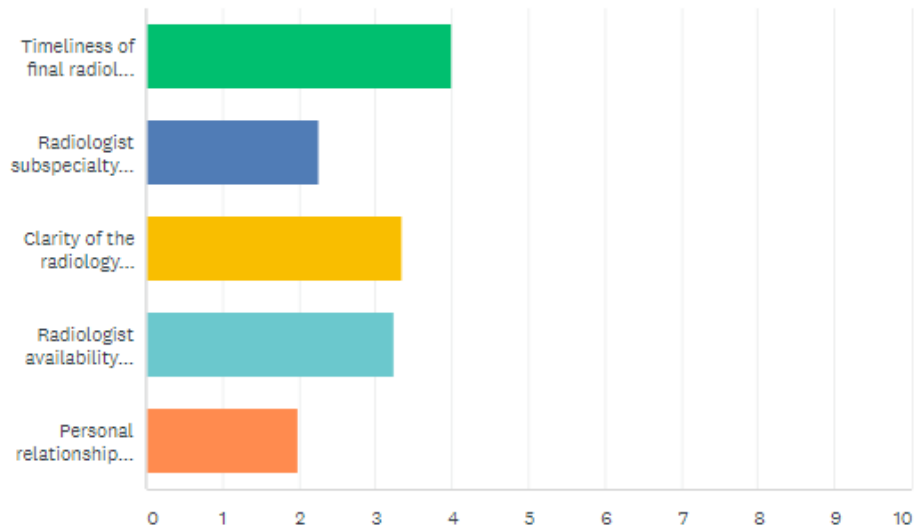
Answered: 39 Skipped: 1



	VERY POOR ▾	SOMEWHAT POOR ▾	ADEQUATE ▾	VERY GOOD ▾	EXCELLENT ▾	TOTAL ▾	WEIGHTED AVERAGE ▾
★	5.13% 2	5.13% 2	33.33% 13	33.33% 13	23.08% 9	39	3.64

Rank in order of importance these features of radiology professional services. (1-5; only one rank allowed for each service feature)

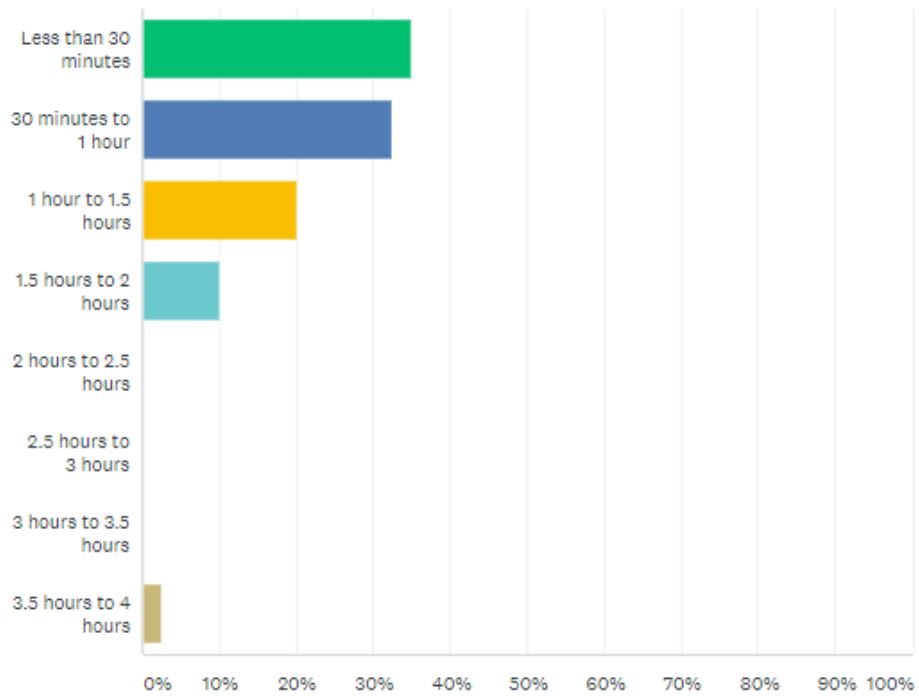
Answered: 40 Skipped: 0



	1	2	3	4	5	TOTAL	SCORE
Timeliness of final radiology report	50.00% 19	23.68% 9	10.53% 4	7.89% 3	7.89% 3	38	4.00
Radiologist subspecialty expertise	5.26% 2	7.89% 3	18.42% 7	44.74% 17	23.68% 9	38	2.26
Clarity of the radiology report	13.16% 5	42.11% 16	18.42% 7	18.42% 7	7.89% 3	38	3.34
Radiologist availability for consultation by phone or in person	21.05% 8	18.42% 7	34.21% 13	15.79% 6	10.53% 4	38	3.24
Personal relationship with the radiologist or radiologists	7.50% 3	5.00% 2	17.50% 7	17.50% 7	52.50% 21	40	1.98

After a radiology exam is completed for an EMERGENCY DEPARTMENT PATIENT, how quickly do you need the radiologist to produce a final radiology report in order to safely care for the patient? (select only one)

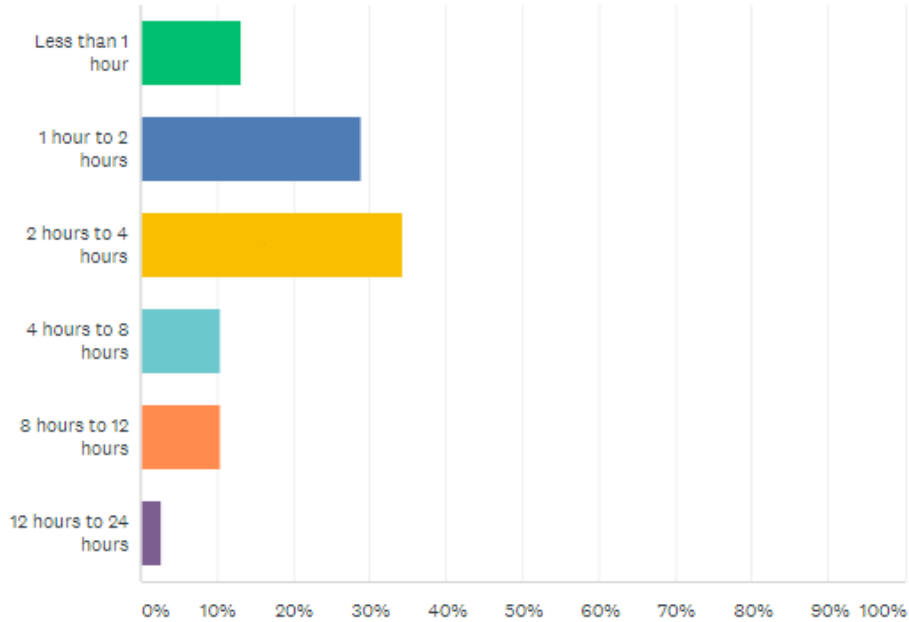
Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES
Less than 30 minutes	35.00% 14
30 minutes to 1 hour	32.50% 13
1 hour to 1.5 hours	20.00% 8
1.5 hours to 2 hours	10.00% 4
2 hours to 2.5 hours	0.00% 0
2.5 hours to 3 hours	0.00% 0
3 hours to 3.5 hours	0.00% 0
3.5 hours to 4 hours	2.50% 1
<b>TOTAL</b>	<b>40</b>

After a radiology exam is completed for an INPATIENT, how quickly do you need the the radiologist to produce a final radiology report in order to safely care for the patient? (select only one)

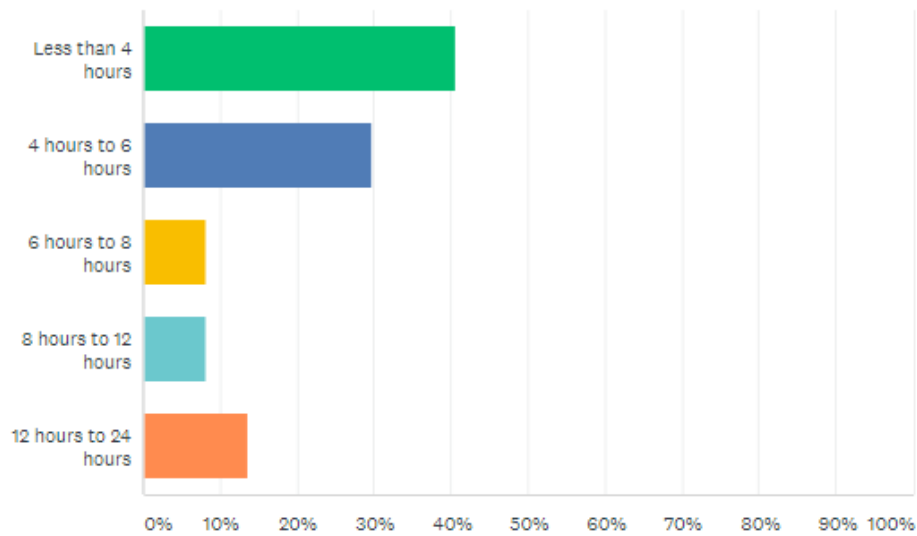
Answered: 38 Skipped: 2



ANSWER CHOICES	RESPONSES
Less than 1 hour	13.16% 5
1 hour to 2 hours	28.95% 11
2 hours to 4 hours	34.21% 13
4 hours to 8 hours	10.53% 4
8 hours to 12 hours	10.53% 4
12 hours to 24 hours	2.63% 1
<b>TOTAL</b>	<b>38</b>

After a radiology exam is completed for a STAT OUTPATIENT, how quickly do you need the the radiologist to produce a final radiology report in order to safely care for the patient? (select only one)

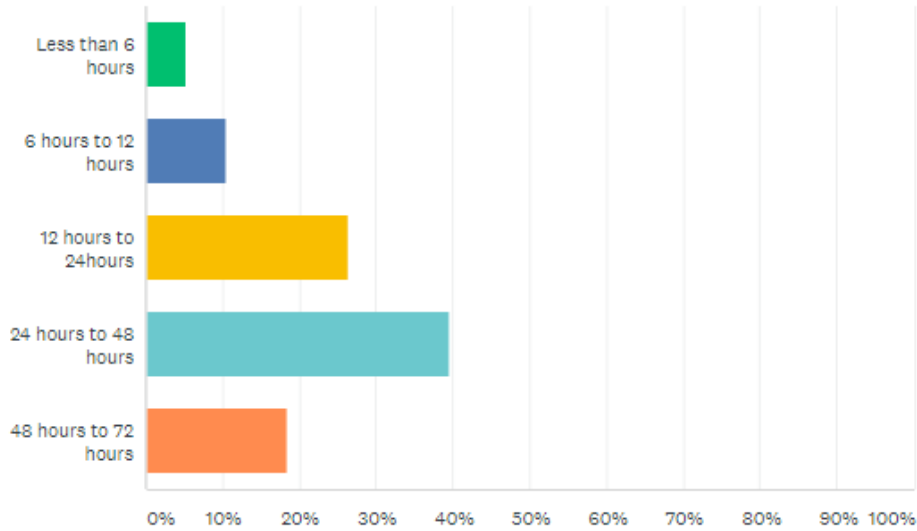
Answered: 37 Skipped: 3



ANSWER CHOICES	RESPONSES
Less than 4 hours	40.54% 15
4 hours to 6 hours	29.73% 11
6 hours to 8 hours	8.11% 3
8 hours to 12 hours	8.11% 3
12 hours to 24 hours	13.51% 5
<b>TOTAL</b>	<b>37</b>

After a radiology exam is completed for a ROUTINE OUTPATIENT, how quickly do you need the the radiologist to produce a final radiology report in order to safely care for the patient? (select only one)

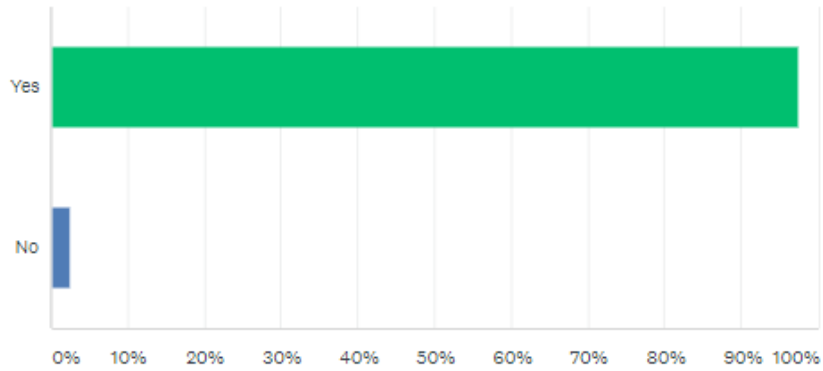
Answered: 38 Skipped: 2



ANSWER CHOICES	RESPONSES
Less than 6 hours	5.26% 2
6 hours to 12 hours	10.53% 4
12 hours to 24hours	26.32% 10
24 hours to 48 hours	39.47% 15
48 hours to 72 hours	18.42% 7
<b>TOTAL</b>	<b>38</b>

Would it be helpful for the radiology report to include contact information for the reporting faculty radiologist?

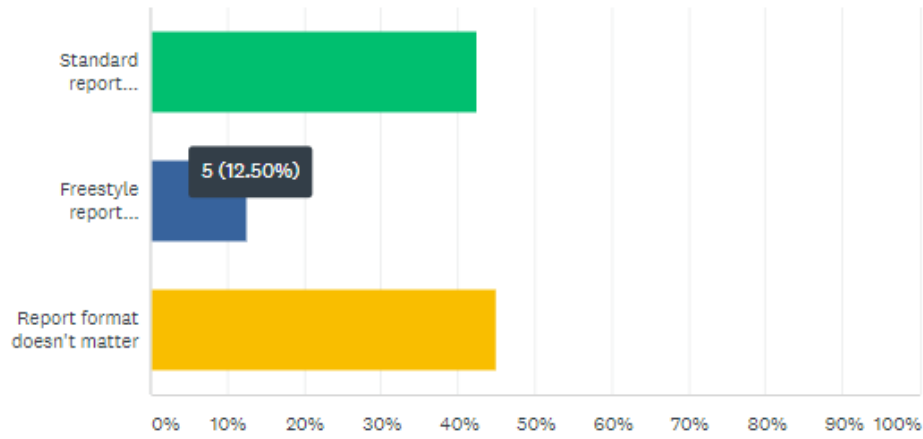
Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	97.50% 39
No	2.50% 1
Total Respondents: 40	

### What radiology report format do you prefer? (select only one)

Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES
Standard report templates used by all radiologists	42.50% 17
Freestyle report individualized by radiologist	12.50% 5
Report format doesn't matter	45.00% 18
<b>TOTAL</b>	<b>40</b>




# Do you have suggestions for improvement for TTUHSC El Paso radiology professional services? (free text)

Answered: 23 Skipped: 17


RESPONSES (23)

WORD CLOUD

TAGS (0)

 Sentiments: OFF

### PAID FEATURE

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Search responses



Showing 23 responses

Unless I order the study stat it may not get done for several days in the inpatient setting. Would be helpful if routine studies could be done within 24hrs in inpatient setting

10/14/2020 3:53 PM

[View respondent's answers](#)

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Having the opportunity to contact the radiologist would be great. Also, the information in the report should be clear as to who ordered the study and what was the indication.

10/14/2020 11:47 AM

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Call Faculty with Critical Findings

10/13/2020 3:28 PM

[View respondent's answers](#)

[Add tags ▾](#)

need more IR support and availability

10/13/2020 1:34 PM

[View respondent's answers](#)

[Add tags ▾](#)

<input type="checkbox"/>	NA	10/13/2020 12:27 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags</a> ▼
<input type="checkbox"/>	For the ER we have very nice radiologist	10/13/2020 12:03 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags</a> ▼
<input type="checkbox"/>	Yes, I absolutely must have access to a Radiologist during the day for questions about a specific study, or how to best image a case, And if the radiologist on duty didn't read the scan originally, to go tr ahead and give it his best shot -not send me on my way to someone else's voicemail.	10/13/2020 11:52 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags</a> ▼
<input type="checkbox"/>	1. increase MRI availability to shorten hospital stay and wait time. 2. Emergency MRI is frequently more than difficult to get and undoubtedly compromises patient care 3. Due to unacceptably long wait time, providers now have to request "stat" on all studies, making "stat" not "stat". More possible options on timing may be helpful, i.e. stat, within 1 hour, within 3 hours, within 8 hours, within 24 hours. The answer like "I'll do what I can" is not very helpful.			
<input type="checkbox"/>	24 hr Hotline for physicians	10/13/2020 6:48 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags</a> ▼
<input type="checkbox"/>	critical reads should call the ed physician, timeliness for ed patients should supersede other patients and give us a way to bump a read to urgently stat (emergent) if we're worried about an acute critical finding	10/13/2020 6:08 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags</a> ▼
<input type="checkbox"/>	No	10/12/2020 10:25 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags</a> ▼
<input type="checkbox"/>	please be freindly	10/12/2020 9:30 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags</a> ▼

Showing 23 responses

I have tried to put in the comments section exactly what I'm looking for in a report and often it's still not read. Can we triple-check that everything from the order I enter gets transmitted to the reading physician? Also, need to read all level 1 films (including kids) stat - there needs to be a system in place to notify pedi radiologists when a level 1 needs to be read.

10/12/2020 7:03 PM

[View respondent's answers](#)

[Add tags](#) ▼

Target time to read for ALL ED studies less than or equal to 60'.

10/12/2020 6:34 PM

[View respondent's answers](#)

[Add tags](#) ▼

Hiring more board-certified radiologists than non board-certified radiologists

10/12/2020 4:59 PM

[View respondent's answers](#)

[Add tags](#) ▼

no

10/12/2020 4:46 PM

[View respondent's answers](#)

[Add tags](#) ▼

Showing 23 responses

No

10/12/2020 4:46 PM

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As an ER doc, I have really appreciated when I could go to the reading room and the radiologist could explain what they were seeing in real time. Not only did I learn a lot, but it was particularly helpful in optimizing patient care for critically ill patients such as stroke and trauma victims. At UMC, I don't know the location of the reading room or even if the radiologists are on site!

10/12/2020 4:36 PM

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Not

10/12/2020 4:35 PM

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I like when radiologists call for additional clinical information, this allows the radiologist to give us more relevant information. Dr. Osman does this a lot and I appreciate that very much.

10/12/2020 4:34 PM

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Radiologist to mark the area of lesion/abnormal finding could benefit the fast identification of abnormality. Radiologist to contact Ordering physician by phone or email IF ABNORMAL finding that is URGENT.

10/12/2020 4:30 PM

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Not at the moment

10/12/2020 4:28 PM

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[Add tags](#) ▼

None.

10/12/2020 4:25 PM

[View respondent's answers](#)

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