

Moore Foundation Closing the Loop Stakeholder Survey Patients

N= 77 Patients

Conducted Q2, 2020
July, 2020

Survey Purpose

- Supplemental first-hand input from a broader set of stakeholders
- Augment TEP expertise and evidence found in the literature
 - Successes
 - Lessons learned
 - Pain points

Survey Goals: Patients/Caregivers

Obtain insight about:

- Notification preferences of radiology follow-up recommendations
- Parameters for receipt of notification of radiology follow-up recommendations
- Parameters for when not to receive notifications of radiology follow-up recommendations
- Method preferred when receiving notification of follow-up

Survey Methodology

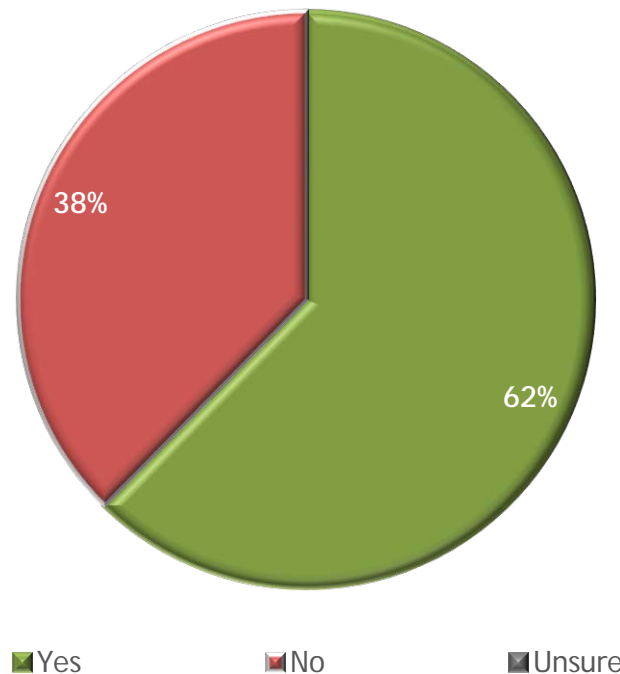
- Draft surveys developed by co-chairs and ACR staff
- Surveys distributed to TEP for input
- TEP comments / suggestions integrated into surveys
- Survey questions refined for two surveys / four survey tracks by ACR staff member with survey dev. expertise:
 - Patients/Caregivers
 - Radiologist/Referring Providers/Administrators
- Surveys distributed through multiple channels
 - ACR communications to membership
 - Outreach to medical societies and healthcare organizations, e.g., Council of Medical Specialty Societies, American Hospital Radiology Association, Society to Improve Diagnosis in Medicine
- Survey results summary provided ACR staff expert

Findings

Overall rating of most recent imaging exam

- Six in ten (62%) of the patients who participated indicated that they have had an imaging exam in the past 12 months

Had an imaging exam in past 12 months?

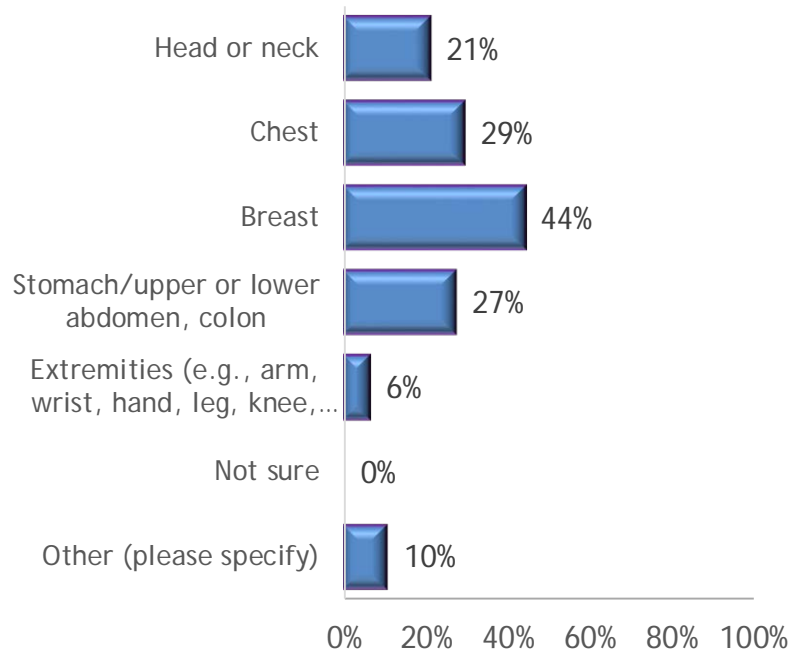


Questions: During the past 12 months, did you have an imaging exam or test, for example, a mammogram, MRI or CT scan? BASE - 77

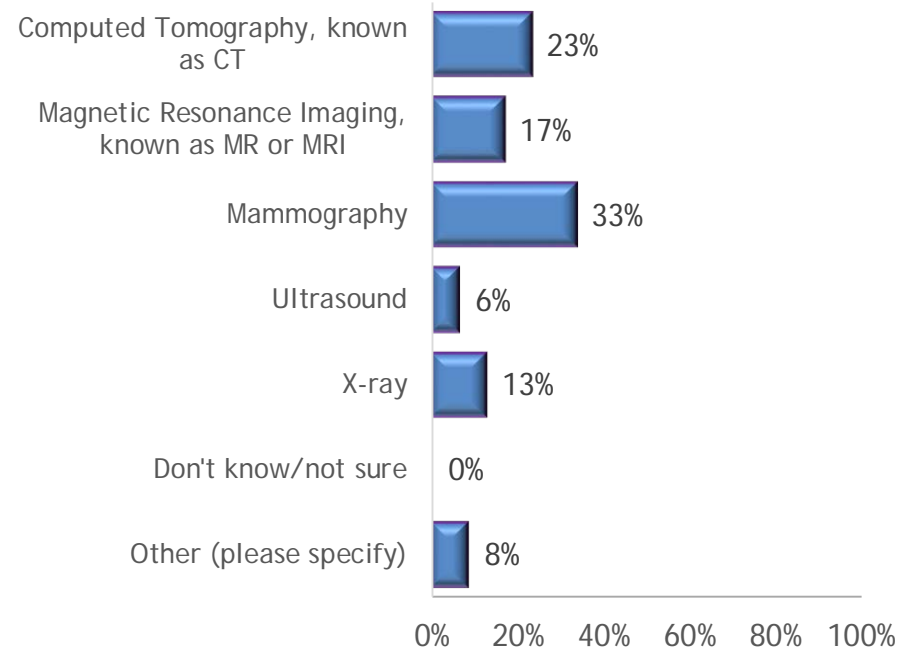
Modality of last imaging exam and body part imaged

- Mammography was the most frequently cited modality (33%), as was 'breast' (44%)
- Abdomen/Stomach, chest, and head/neck were also cited frequently (27%, 29%, 21% respectively); CT (23%) and MR (17%) comprised the second tier of modalities (behind Mammography)

Body Part Imaged



Modality of Last Imaging Exam

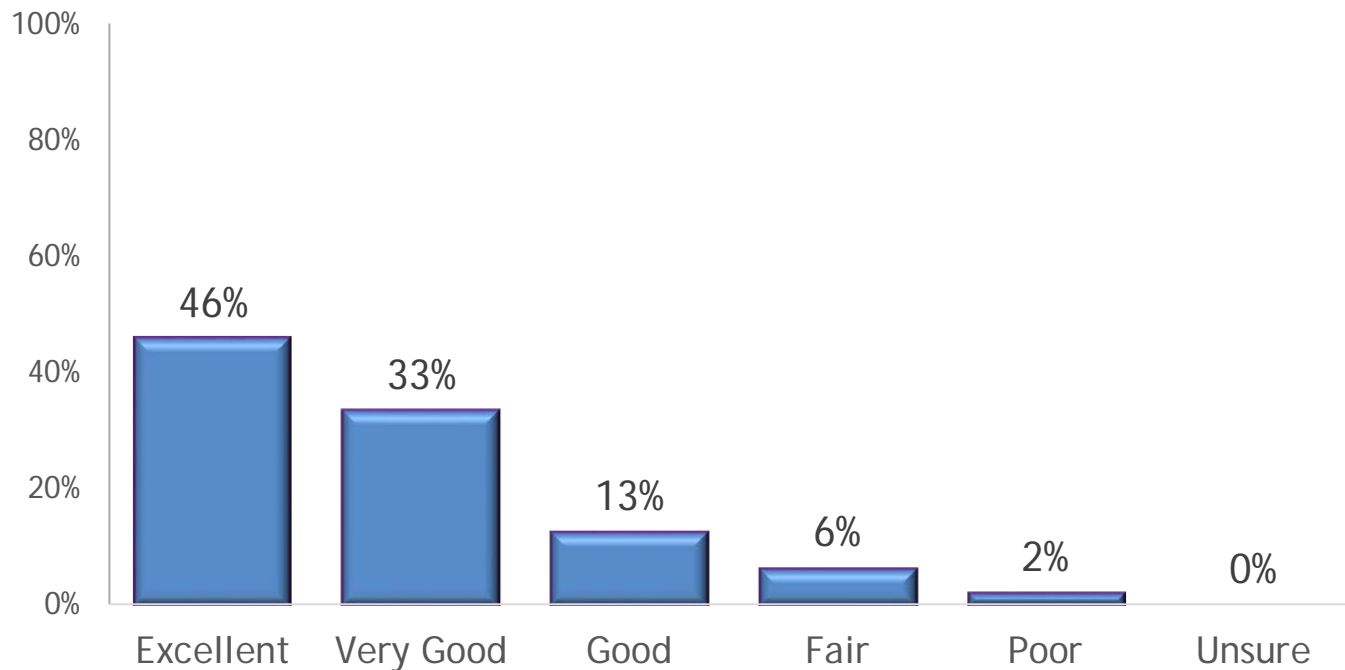


Question: For what part of your body was your most recent imaging exam or test? (Select all that apply); Which imaging equipment was used during your most recent imaging exam or test? BASE: 48

Overall rating of most recent imaging exam

- The vast majority of respondents (79%) rated their most recent imaging exam as Excellent or Very good

Overall Rating of most recent imaging exam

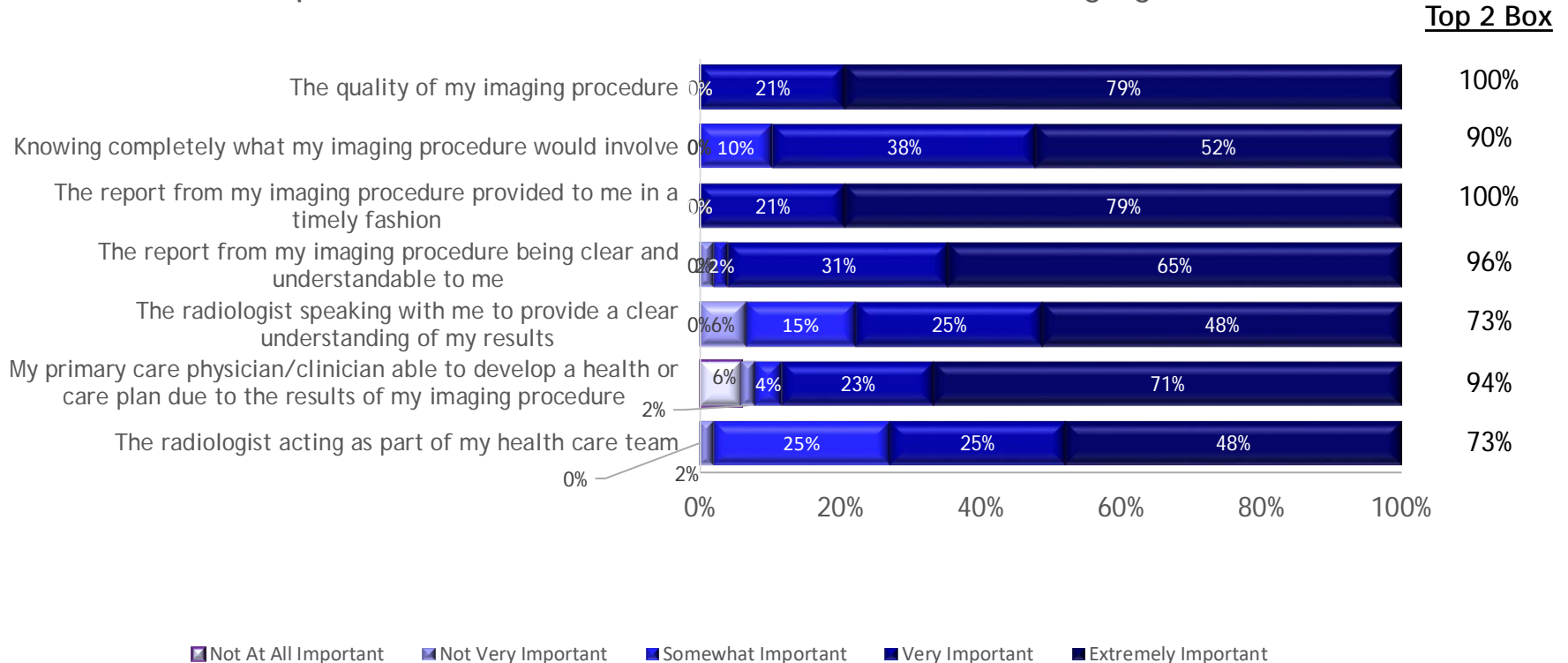


Questions: How would you rate your most recent imaging experience overall? BASE - Those who were imaged: 48

Importance ratings

- Patients rated most of the characteristics of their most recent imaging exam as very important, with *Quality of the procedure* and the *timeliness of the imaging report* receiving 100% top two- box importance ratings (% rated extremely or very important)

Importance of characteristics of most recent imaging exam

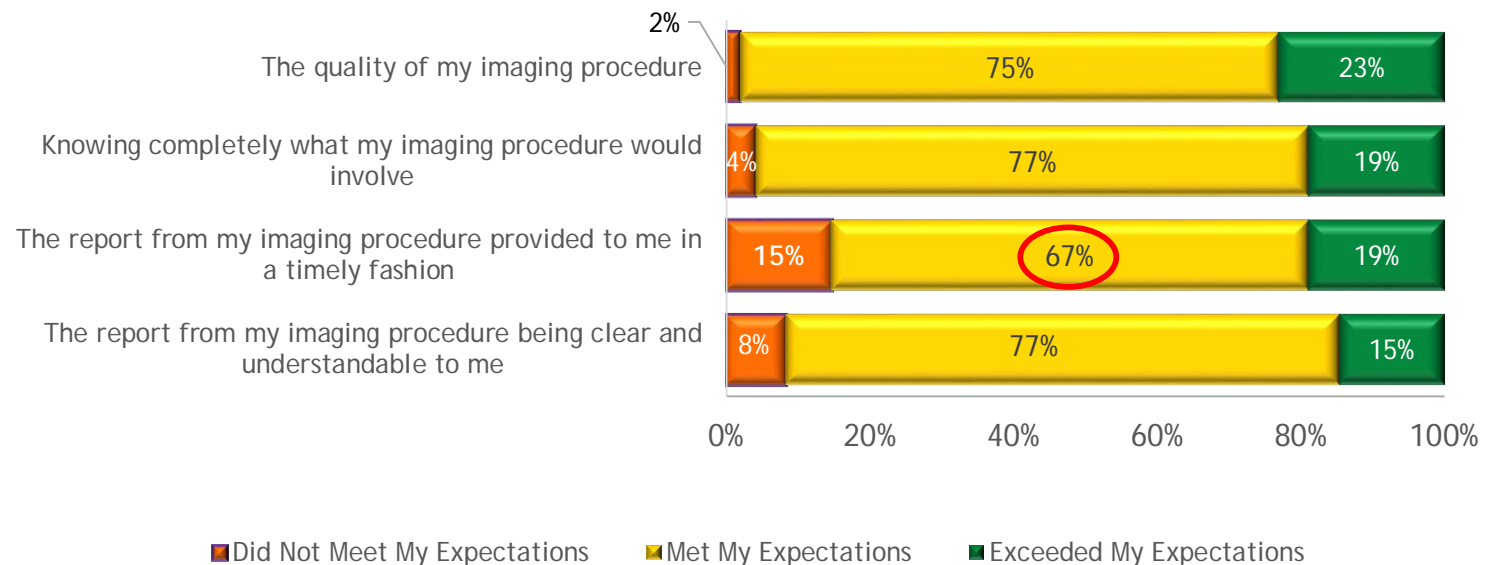


Question: How would you evaluate the importance of the following items during your most recent imaging exam/test? BASE: those imaged (48)

Evaluation of imaging exam attributes

- In general, patients' expectations were met or exceeded on the dimensions of the imaging exam.
- However, *timeliness of the imaging report* was extremely important to patients (100% said it was extremely or very important). As such, there appears to be a gap between expectations and experience, as 15% indicated that the report delivery timeliness did not meet expectations

Rating of characteristics of most recent imaging exam

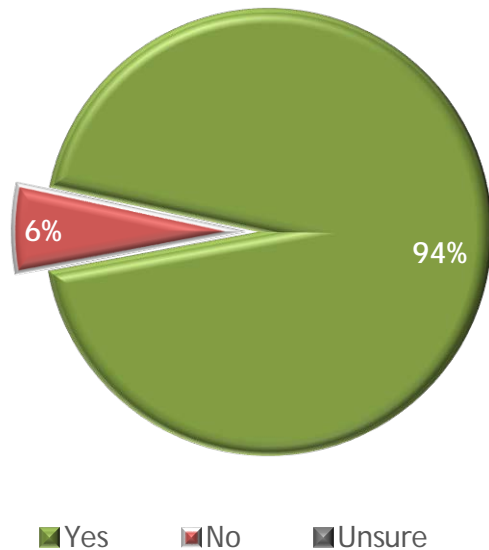


Question: How would you rate the following items for your most recent imaging experience? BASE: those imaged (48)

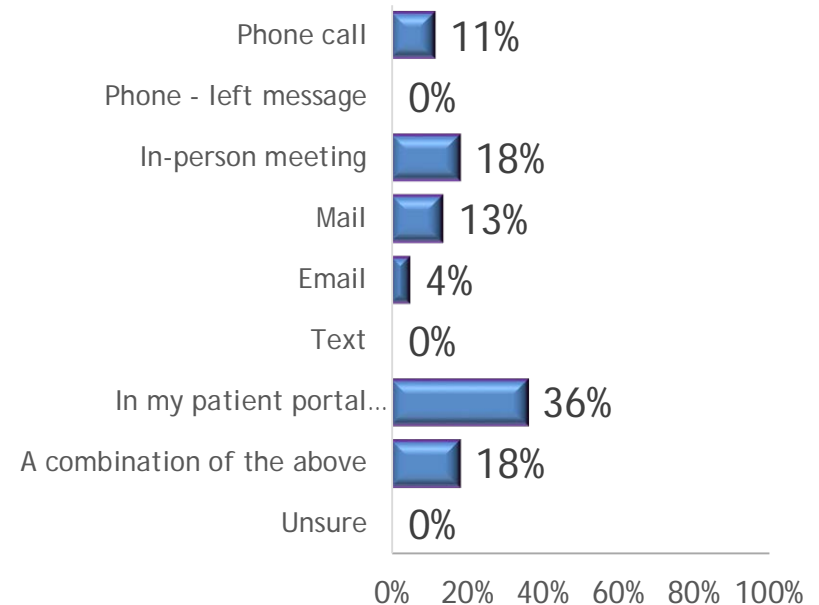
Received results? And method of delivery

- Nearly all (94%) patients surveyed received results from their most recent imaging experience, and a majority received those result through their patient portal (36%)
- Other methods of delivery included an in-person meeting, mail, phone call or a combination of methods

Receive results from your recent imaging experience?



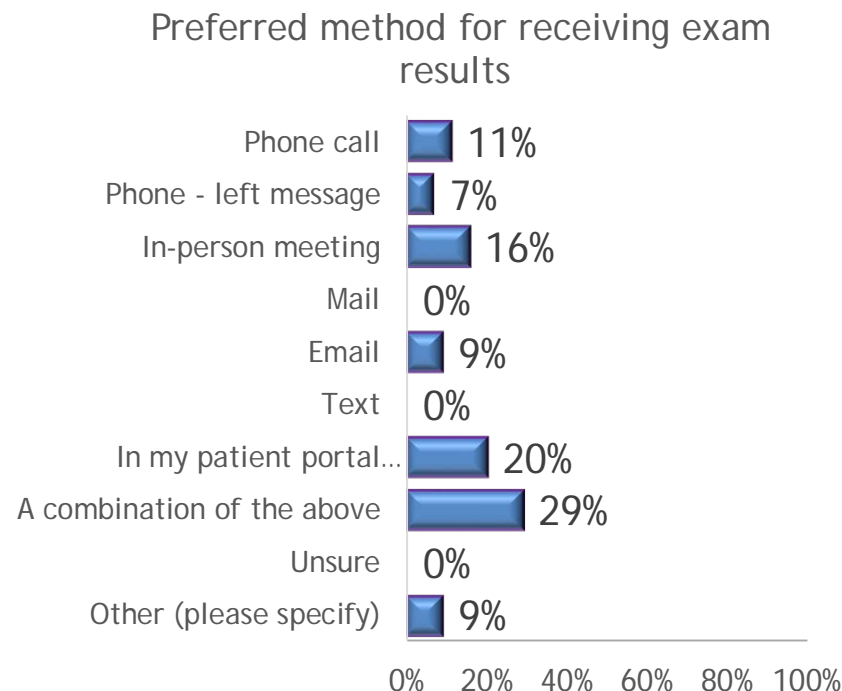
How received imaging exam results?



Questions: Did you receive results from your recent imaging experience? You indicated that you received results from your recent imaging exam/test. How did you receive those results? BASE: Those imaged (48) and those who received results (45)

Delivery method preferences; Person who contacted patient

- Preferred delivery methods of exam results include a combination of methods (29%), the patient portal (20%), an in-person meeting (16%), and a phone call (11%)
- There was a fairly even split with the professional who contacted the patient: PCP (27%), the radiologist (24%), and another professional on the patient's care team (24%)

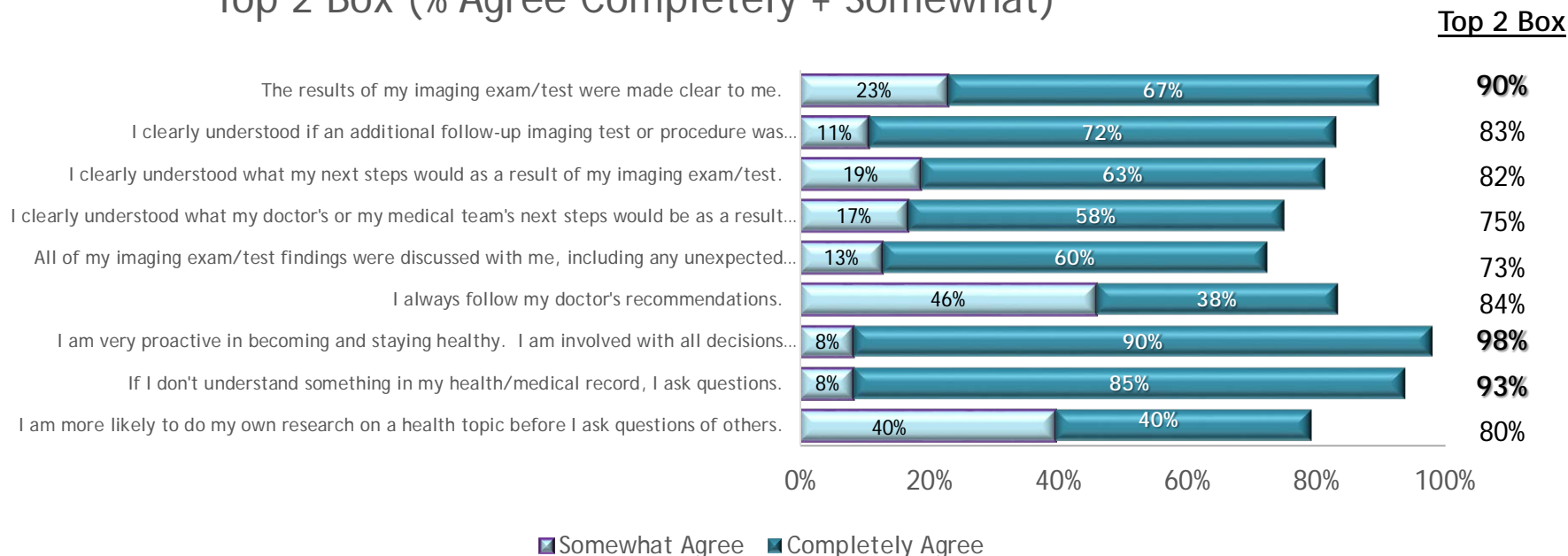


Questions: What is your preferred way of receiving test and other health-related results? Who contacted you with those imaging exam/test results? BASE: those who received results (45)

Patient attitudes

- Patients are most likely to agree strongly with statements around *being proactive about staying healthy, being proactive about asking questions about their health records, and agreeing that the results of their imaging exam being clear*

Top 2 Box (% Agree Completely + Somewhat)

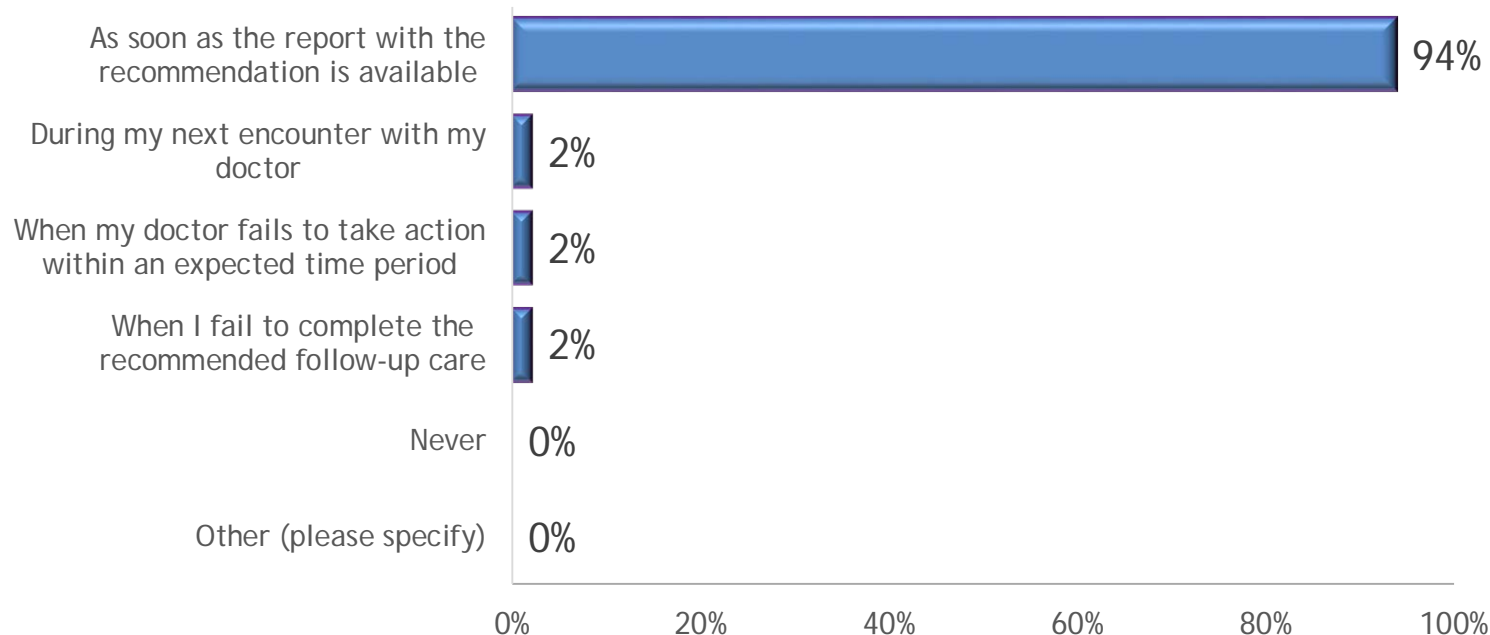


Question: Below are several statements. For each, please indicate how much you agree or disagree based upon your most recent imaging exam experience. BASE: Those who have been imaged (48)

How wished to be informed of any follow-up recommendations

- Patient overwhelmingly wish to receive any follow-up recommendations as soon as the report is available

How like to be informed of follow-up recommendations

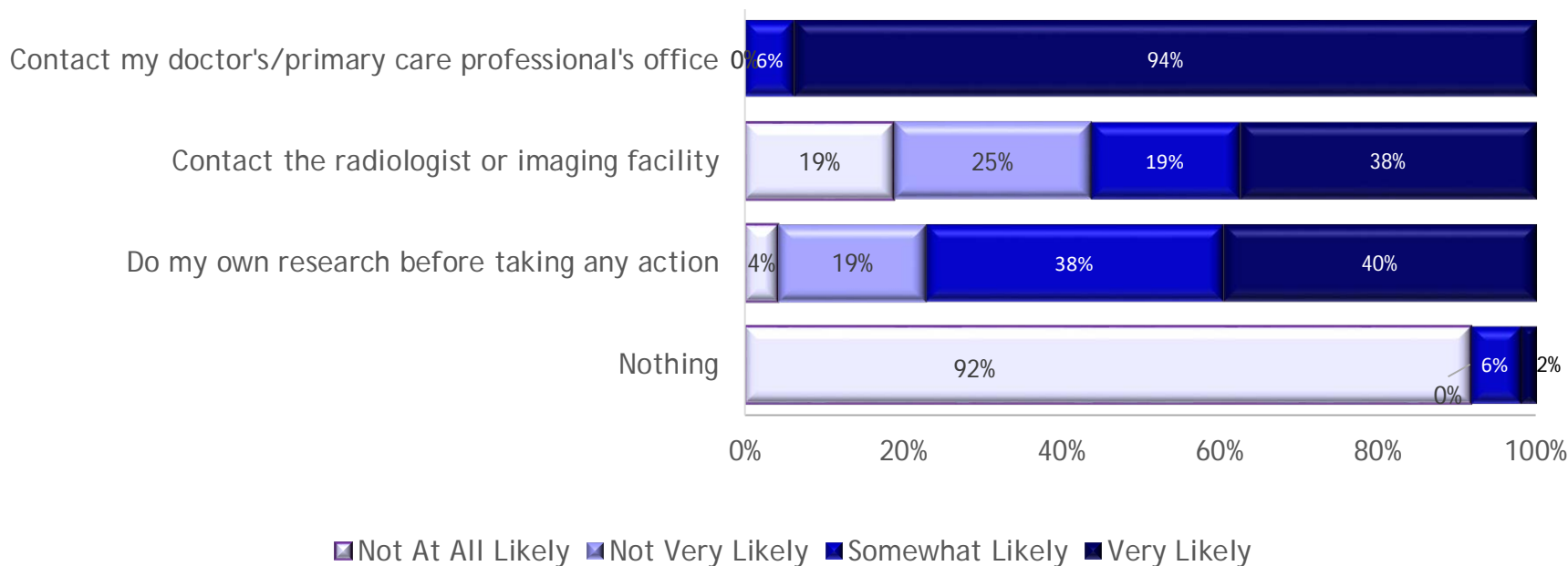


Question If a follow-up imaging exam/test or other procedure is recommended for you, when ideally would you like to be informed about the follow-up recommendation?. BASE: Those who have been imaged (48)

Likelihood of Patient taking action if the report has recommendations for follow-up but no contact from their PCP

- Patients say they would likely contact their PCP if they saw that follow-up was recommended in their imaging report, but there had been no contact from their PCP on that follow-up.

Likelihood of taking following actions if follow-up recommendations are indicated but no contact from PCP

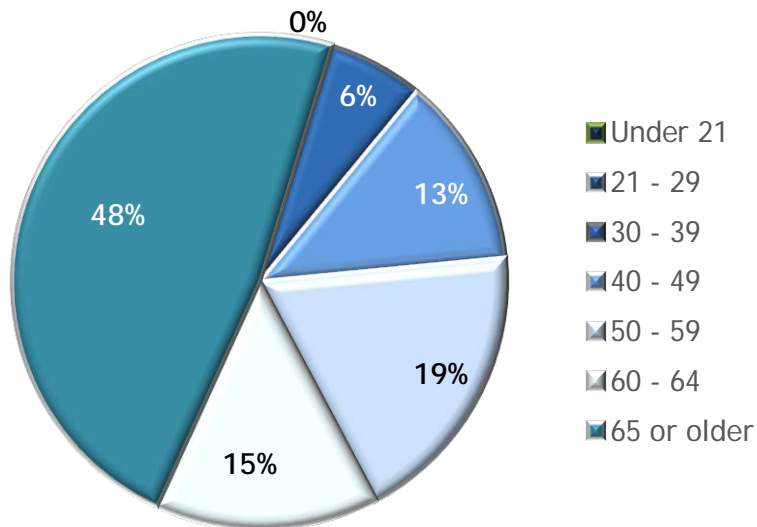


Question: You read in your radiology report that a follow-up imaging exam/test is recommended, but your primary care professional's office does not contact you about this. Given this situation, how likely are you to take the below actions?? BASE: those imaged (48)

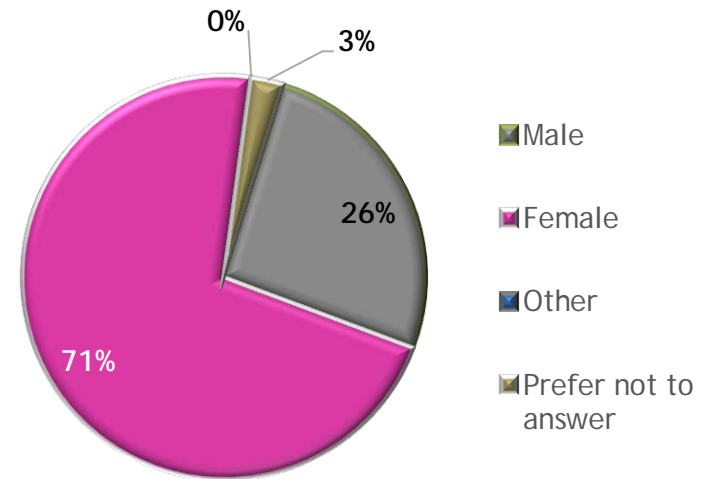
Demographics

Average age of respondents was 59 years; seven in ten were female

Age



Gender

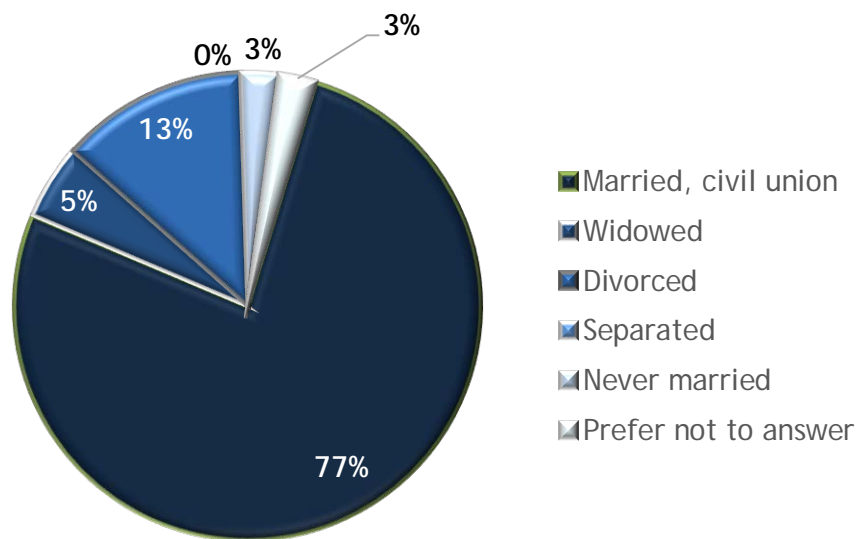


Questions: Which of the following includes your age? Are you...? base = 247

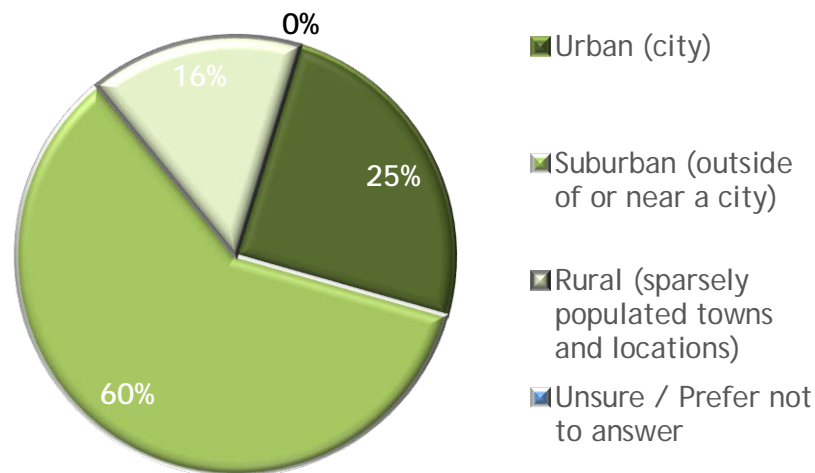
Marital status and density of population at their location

- Three-quarters of respondents were married
- Six in ten live in a suburban setting

Marital Status



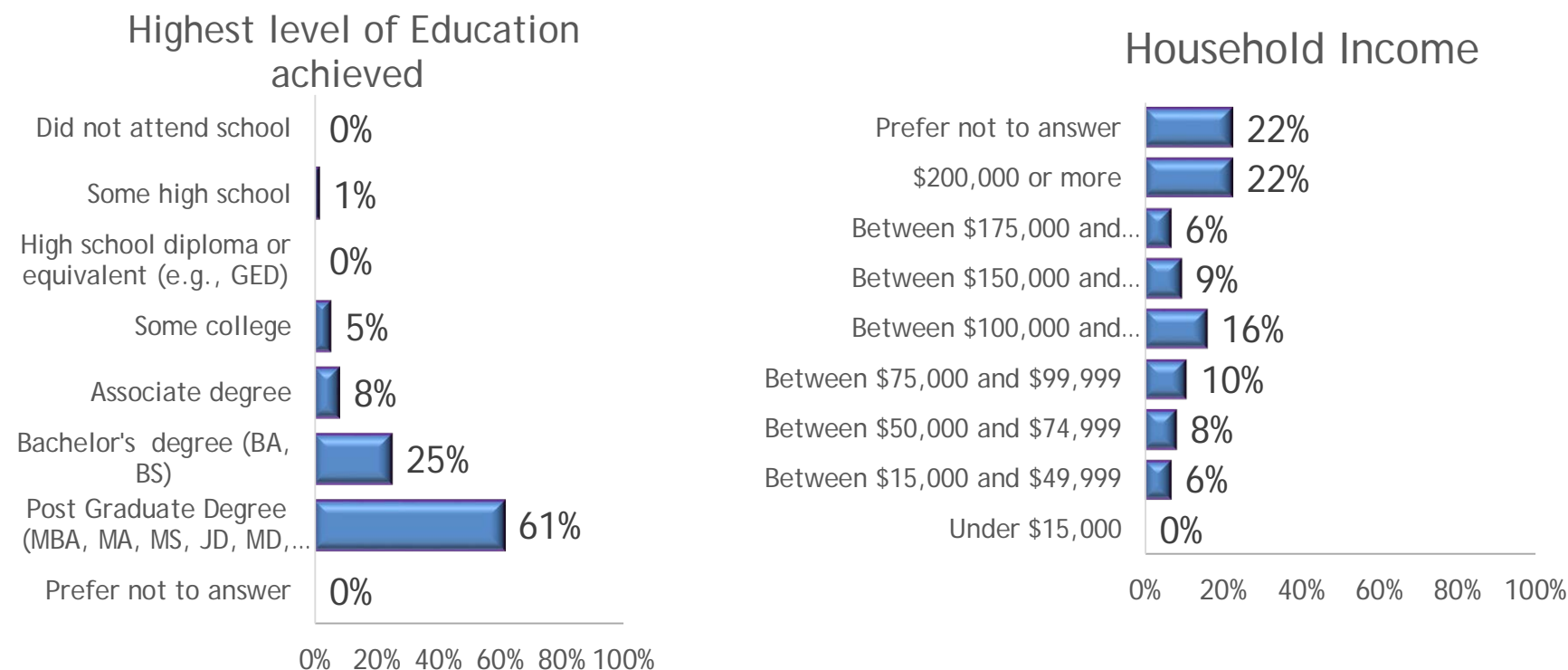
Location



Questions: What best describes your marital status? Would you describe your location as Urban, suburban, or rural? base = 77

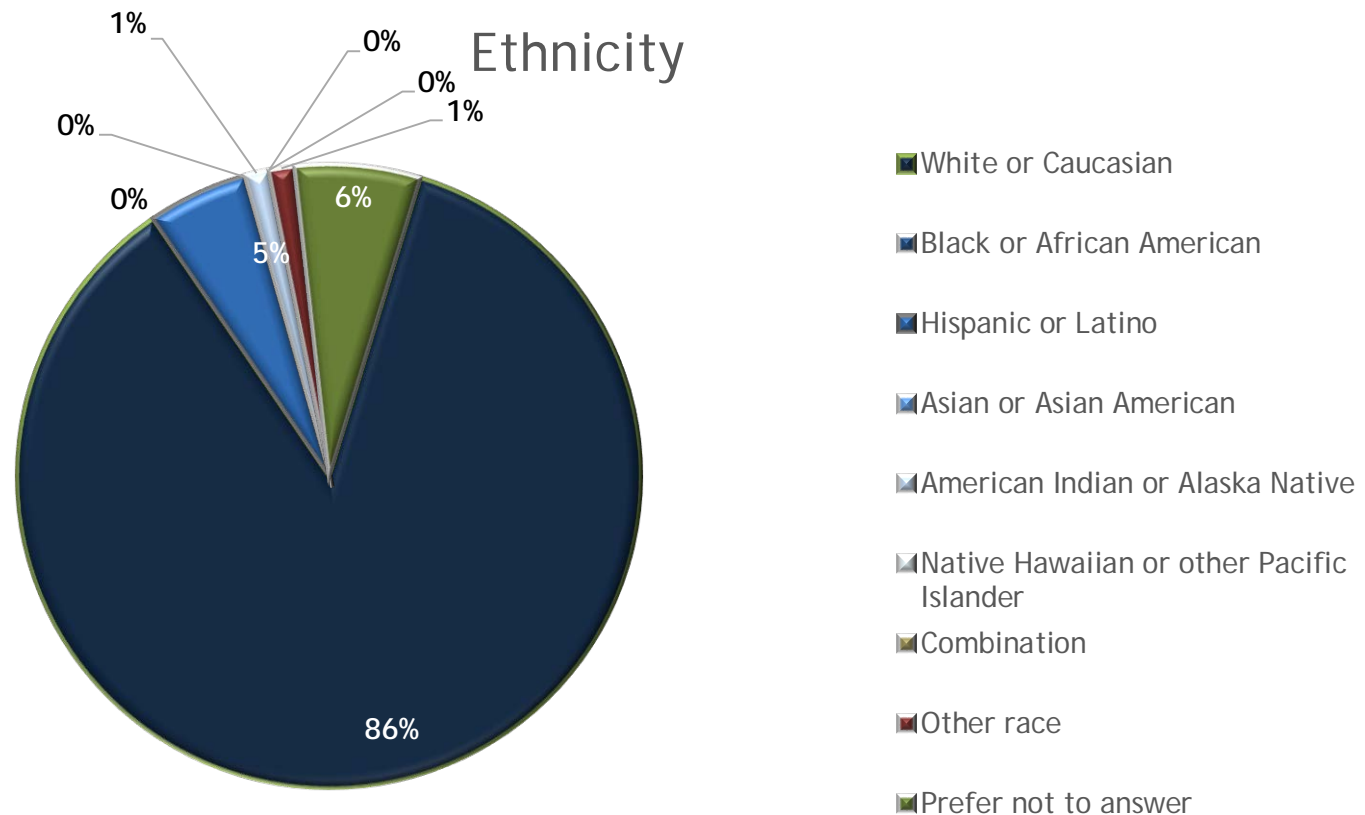
Education and HH income of respondents show a significant skew from the US population

- Less than 15% of the US population have a post-graduate degree versus this sample at 61%
- Average HH income of this sample is \$139k, a skew of about \$70k from the US population



Questions: What is the highest level of education you have completed? Which of the ranges below includes your household income in 2019? BASE = 77

Respondents were typically white



Questions: What is your racial background/ethnicity?