CREATING VALUE IN A RADIОLOGIST-MANAGED LUNG CANCER SCREENING (LCS) PROGRAM

Impact of Radiologist-Patient Consultations on Patient Satisfaction Outcomes

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PURPOSE

• To demonstrate value creation in a radiology-based LCS program by integrating direct patient consultation into the workflow
METHODS – LCS PROGRAM

• An ACR-accredited LCS Program was developed (1, 2)
• The radiologists underwent online smoking cessation training (3)
• Optional direct radiologist-patient consultation was offered and integrated into the workflow with elements of shared-decision making:
  o Pre-imaging discussion (5-10min)
    ▪ Smoking & relevant medical history
    ▪ Risks, benefits and alternatives
  o Imaging and Interpretation (10-20min)
  o Post-imaging discussion (5-10min)
    ▪ Results & Follow-up
    ▪ Smoking cessation
METHODS – SURVEY

• After 1 year, the patient satisfaction survey below was administered
  o An assistant not directly involved with the program contacted by telephone a random sample of the enrolled patients
  o Patients were asked to rank their responses on a 5-point Likert scale

| 1. How would you rate your overall experience? |
|------------------|------------------|------------------|------------------|------------------|------------------|
| 2. Did you find the opportunity to discuss your study with the radiologist helpful in making your decision to enroll? |
| 3. Did the radiologist adequately address your concerns, including information about the lung cancer screening program, radiation exposure, and follow-up testing? |
| 4. Were you more likely to abstain from smoking because of your lung cancer screening experience? |
RESULTS

• 140 patients enrolled between 11/2015 and 11/2016
  o 2-3 patients / week
  o All requested radiologist consultation

• 70 patients (50%) were contacted for the phone survey
  o 31 (22% of 140) participated
  o 35 did not answer the phone call
  o 4 declined the survey (due to time/work)
RESULTS

LCS Patient Satisfaction

- Overall Experience
- Helpfulness of Radiologist Consultation
- Concerns Adequately Addressed by Radiologist
- Likelihood of Abstaining from Smoking due to the LCS program

Likert Scale (1-worst, 5-best)
RESULTS

• Patient satisfaction outcomes (1 worst, 5 best):
  o Overall experience: 4.7 ± 0.5
  o Helpfulness of radiologist consultation: 4.3 ± 1.1
  o Concerns were adequately addressed by the radiologist: 4.1 ± 1.3
  o Likelihood of abstaining from smoking due to the LCS Program: 3.8 ± 1.3

• Complaints mentioned:
  o Long wait (registration, imaging workflow)
  o Scheduling difficulties
  o Preference to discuss results with referring clinician
DISCUSSION

• The survey demonstrated consistently positive patient experience with our LCS Program.

• Direct radiologist consultation (the unique feature of our program) was deemed highly valuable.

• The overall daily workflow was not significantly impacted.
  • The time necessary for the consult was similar to discussing a case with a referring physician or troubleshooting an ultrasound examination.
DISCUSSION

• The consultation provided opportunity to reinforce:
  o Continued enrollment
  o Smoking cessation and healthy life-style choices.

• Close collaboration with the referring primary care / pulmonologist group is key for optimal results.

• Based on our pilot results a formal survey tool has been developed.
REFERENCES:


3. The University of Massachusetts Center for Tobacco Treatment Research and Training: http://www.umassmed.edu/tobacco/