Do patients want to wait? A survey of patient preferences regarding screening mammogram resulting and follow-up imaging.

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• Laura Sheiman, MD, Yale University School of Medicine: Nothing to disclose

• Madhavi Raghu, MD, Yale University School of Medicine: Nothing to disclose

• Reni Butler, MD, Yale University School of Medicine: Nothing to disclose

• Liane Philpotts, MD, Yale University School of Medicine: consultant, Hologic, Inc.
Purpose

➢ To evaluate how patients would prefer to receive the results of their screening mammogram and if they would opt to have additional imaging on the same day if needed.
Methods

• IRB exemption was obtained
• Surveys were distributed on paper to all patients presenting for a screening mammogram at our hospital and 3 outpatient sites over a 2 week period (March-April 2016)
• Surveys were collected before any imaging was performed
• 506 completed surveys collected
  – 92 from hospital site and 414 from 3 outpatient sites
Survey provided

We are conducting a survey to better understand how our patients would prefer to get the results of their screening mammogram. This survey is optional but will hopefully help us provide better service to our patients in the future. Thank you for your participation.

Location of your mammogram today: (circle one)
- Longwharf
- Smilow
- North Haven
- Guilford

Mammogram appointment time today: (circle one)
- Before 9am
- 9am-4:30pm
- After 4:30pm

Age: (circle one)
- Under 40
- 40-49
- 50-59
- 60-69
- 70 and older

How would you prefer to receive the results of your screening mammogram? (Please circle one)
- A. No waiting in the office after your mammogram. Mail results letter to your home.
- B. No waiting in the office after your mammogram. View results online via MyChart (Yale-New Haven Hospital’s patient portal which requires internet access)
- C. Wait for your results in our office after your mammogram and receive results in person from your technologist (who performs the mammogram)
- D. Wait for your results in our office after your mammogram and receive results in person from your radiologist (who interprets the mammogram)

If you prefer to wait for your results in our office after your exam, how long would you be willing to stay?
- 15 minutes
- 30 minutes
- 1 hour
- as long as needed

If the results of your mammogram show that additional tests are necessary (such as ultrasound) would you want to stay for those additional tests on the same day after your mammogram?
- Yes
- No

Comments (optional):
Results

• 242/506 (48%) of patients prefer to stay in office and wait for results of their screening mammogram

• 264/506 (52%) of patients prefer to not wait for screening mammogram results in office
Survey question:
How would you prefer to receive the results of your screening mammogram?

How would you prefer to receive the results of your screening mammogram? (Please circle one)

A. No waiting in the office after your mammogram. Mail results letter to your home.

B. No waiting in the office after your mammogram. View results online via MyChart (Yale-New Haven Hospital’s patient portal which requires internet access.)

C. Wait for your results in our office after your mammogram and receive results in person from your technologist (who performs the mammogram.)

D. Wait for your results in our office after your mammogram and receive results in person from your radiologist (who interprets the mammogram.)
Preference of who provides results if waiting in the office for screening mammogram results

- Radiologist: 51%
- Technologist: 38%
- Either tech or radiologist: 11%
Length of time patients are willing to wait for the results of their screening mammogram

- 15 minutes, 43%
- 30 minutes, 33%
- 60 minutes, 3%
- As long as needed, 18%
- Did not answer, 3%
For patients who don’t want to wait in office, preference of how to receive results

- Results by mail: 66%
- Results through online patient portal: 32%
- Either mail or online portal: 2%
If additional imaging is needed:

- 77% (389/506) would prefer additional tests on the same day as the screening mammogram if needed.
Discussion

• Does offering real time results impact recall rates?
  ▪ Older studies with 2D mammo suggest batch reading improves recall rate\(^1\)
  ▪ However, preliminary data suggest this may not be true for tomosynthesis mammography
    ▪ Winkler, et al. No statistically significant difference in recall rate (RR) or cancer detection rate (CDR) between batch read DBT mammograms and immediately interpreted DBT mammograms

• Does offering real time results impact patient satisfaction?
  – Limited data suggest increased patient satisfaction with real time resulting\(^3\)

Limitations

• Single institution study
• Survey only available in English
• Limited time period of survey collection
• Data collection limited as this was an IRB exempt study
  – Unknown if age, race, breast density, history of prior biopsy or breast cancer history would effect patient preferences
Conclusions

• Nearly half (48%) of survey participants would prefer to wait in the office in order to receive results of a screening mammogram.

• Most patients (77%) surveyed would prefer additional imaging on the same day if recalled from screening.
Thank you.

Please feel free to contact me at laura.sheiman@yale.edu