



3rd Annual Quality & Patient Safety Conference Improving the Healthcare Journey for Patients & Staff



TITLE

Digital Signage in Radiotherapy

SUBMITTED BY

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ABSTRACT

INTRODUCTION

In Radiation therapy delays may occur due machine breakdowns or a difficult patient setup. Keeping patients abreast of such delays can help alleviate frustration and also reduce the workload on reception staff. "Digital Signage" is a relatively cost efficient solution that can be used to provide patients with an update on treatment unit status through screens located in waiting areas.

METHODOLOGY

This project was a combined effort between Engineering, Radiation Therapists and administration staff. DMAIC was used.

AIM

The aim of this project is to keep patients informed of appointment delays which can help alleviate frustration and improve overall experience.

CHANGE IMPLEMENTED

A media streaming device is used to host the digital signage application. TV screens in patient waiting areas are used to display Information on delay times while also showing entertainment content . Reception review appointment status and update the digital signage accordingly.

MEASUREMENT

Quantified the reduction in queries to Radiation Therapists and reception staff re appointment delays.

RESULTS

Since this project has been launched no complaints regarding wait times have been made.

VALUE

Radiation Therapists and reception staff observed that they were spending a lot of time attempting to placate patients who are becoming frustrated with delays to their treatment time. Proactively updating patients on appointment status helps alleviate this frustration, it also allows staff members to utilities their time better.

SUSTAINMENT

All staff involved in the project have been trained and a full handover has been completed. Reception staff are responsible for updating the delay times. Entertainment content is managed by clinical engineering, this will be reviewed every year and updated.

ADDITIONAL INFORMATION

The project has been operating successfully for 1 of the 3 sites soon to be implement across all 3.