

Streamlining Emergency and Radiology CT workflow through proactive vetting

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Introduction

- With increasing pressure on Emergency Departments (Graph 1) it is essential to streamline workflow
- Vetting of scan requests is the most common reason for interruption of radiology reporting, and have been proven to increase radiologists' error rates and stress levels
- Many imaging tests have clear guidelines regarding their indications and acquisition protocoling which do not routinely require discussion with a radiologist



Graph 1

Trust ED CT weekly workload since January 2020

Aims

We have developed and implemented a Proactive CT Vetting project in the Emergency Department (ED) at West Middlesex Hospital, with the aim of:

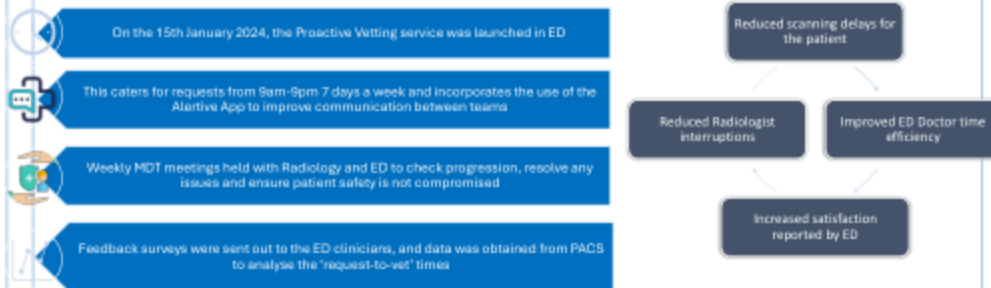
1. Reducing unnecessary interruption for radiologists
2. Improving time-efficiency for the ED requesting clinicians
3. Benefiting the patient as they move through the diagnostic process

Figure 1 - QR code

A specially-designed step-by-step guide navigates the ED clinician through the process, highlighting where specific radiologist input is required whilst simultaneously providing a system that is Junior Doctor-friendly.



The Change



Time saved in one month

Analysis also showed financial benefits in terms of time saved, with 940 scans proactively vetted over a one month period (23rd Jan – 23rd Feb 2024)



Results

The implemented Proactive CT vetting process resulted in significant subjective and objective improvements from ED

PACS data analysis comparing post-project implementation 'request-to-vet' times in 2024 with the same period in 2023:



Reduction in vetting times seen

After the extensive positive feedback, the process was extended to the entire inpatient cohort on May 25th 2024

A second data collection was then performed over a 2 week period in 2025, testing the performance of the vetting Radiologists

From the 1235 studies requested over this period:

- 1,219 conversations saved between requesting clinicians and Radiologists due to proactive vetting
- 7 requests (0.5%) vetted >1hr from request with no reason documented by the Radiologist
- 9 requests (0.7%) vetted >1hr due to the Radiologist requiring more clinical information
- 21 minutes the average time taken to respond proactively when the Radiologist did require more information

Discussion

"We really appreciate the proactive vetting process on the wards. It saves us time and significantly improves patient flow"

- Streamlining vetting bottlenecks improves service effectiveness, including patient experiences and outcomes
- Our Proactive Vetting project has shown quantitative and qualitative benefits in the ED and inpatient CT vetting process
- Radiologists perform well when working with the process, with clinically acceptable proactive vetting timings and numbers

Contact details

Presenter - Dr Henry Conchie

Reference list →

