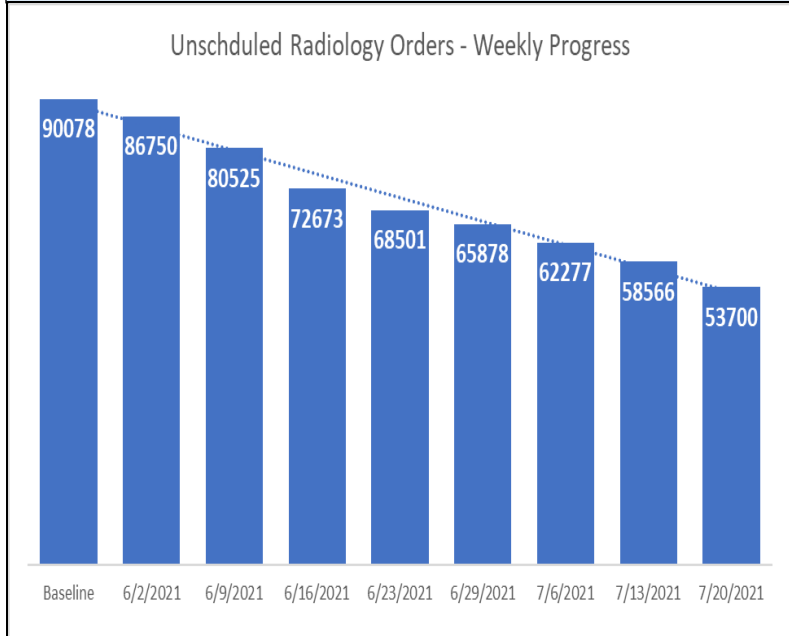




The system wide unscheduled radiology order initiative was identified at the MGB level to help practices clear their current backlog and develop a standard operation procedure for the future to prevent backlog from occurring again.

Project Overview	Metrics	Target
<ul style="list-style-type: none"> <li>There are 90K Unscheduled Radiology Orders across the MGH, which creates a patient safety risk if the clinical intent of the physician is not executed in a timely fashion.</li> </ul>	<u>Clean-up:</u> Number of Unscheduled Radiology Orders within 3 months (August 2021)	Reduced by 50%
<ul style="list-style-type: none"> <li>A collaborative effort between MGH Ambulatory Management, MGH Radiology, and Ambulatory Departments/Divisions, this project will outline steps to mitigate the issue, and to continue to improve our care delivery processes.</li> </ul>	<u>Clean-up:</u> Number of Unscheduled Radiology Orders within 6 months (November 2021)	Reduced by 100%
	<u>Future State:</u> All orders are touched within 7 days	100%



**Clean Up:**

- Central radiology has taken the first pass on reducing the backlog
- As of July 20th, central radiology has reduced orders by **36,348 (40%)**
- Central radiology wrapped up the cleanup process and remaining unscheduled radiology orders requiring input by the ordering providers are being handed over to practices on July 30<sup>TH</sup>
- Ordering provider will review the order and mark each order as; Schedule ASAP, Schedule later (Specify Month), Discontinue
- Central Radiology team will take the final steps as Cancel, Schedule or Defer

To access the unscheduled radiology orders folder by the ordering providers, please follow the steps below:

