



**UMass Memorial Health**



# **QUALITY SCHOLARS HEALTH ALLIANCE HOSPITAL FITCHBURG CAMPUS MAMMOGRAPHY DEPARTMENT UTILIZATION**

**Betty Watari MPH RT R M CT**

Staff Radiologic Technologist/Mammographer

UMass Memorial Health HealthAlliance-Clinton Hospital

UMASS MEMORIAL HEALTH

Community Healthlink | Harrington | HealthAlliance-Clinton Hospital | Marlborough Hospital

UMass Memorial Medical Center | UMass Memorial Medical Group | UMass Memorial Accountable Care Organization



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# DISCLOSURE

I have no actual or potential conflict of interest in relation to this program/presentation.



# PROBLEM STATEMENT

HealthAlliance Fitchburg Campus Mammography department is underutilized. The department has a 2D Mammography machine and is opened twice a week. We have the potential on having 20 patients per day as compared to the 3-7 patients we currently schedule.



# SCOPE

In  
scope

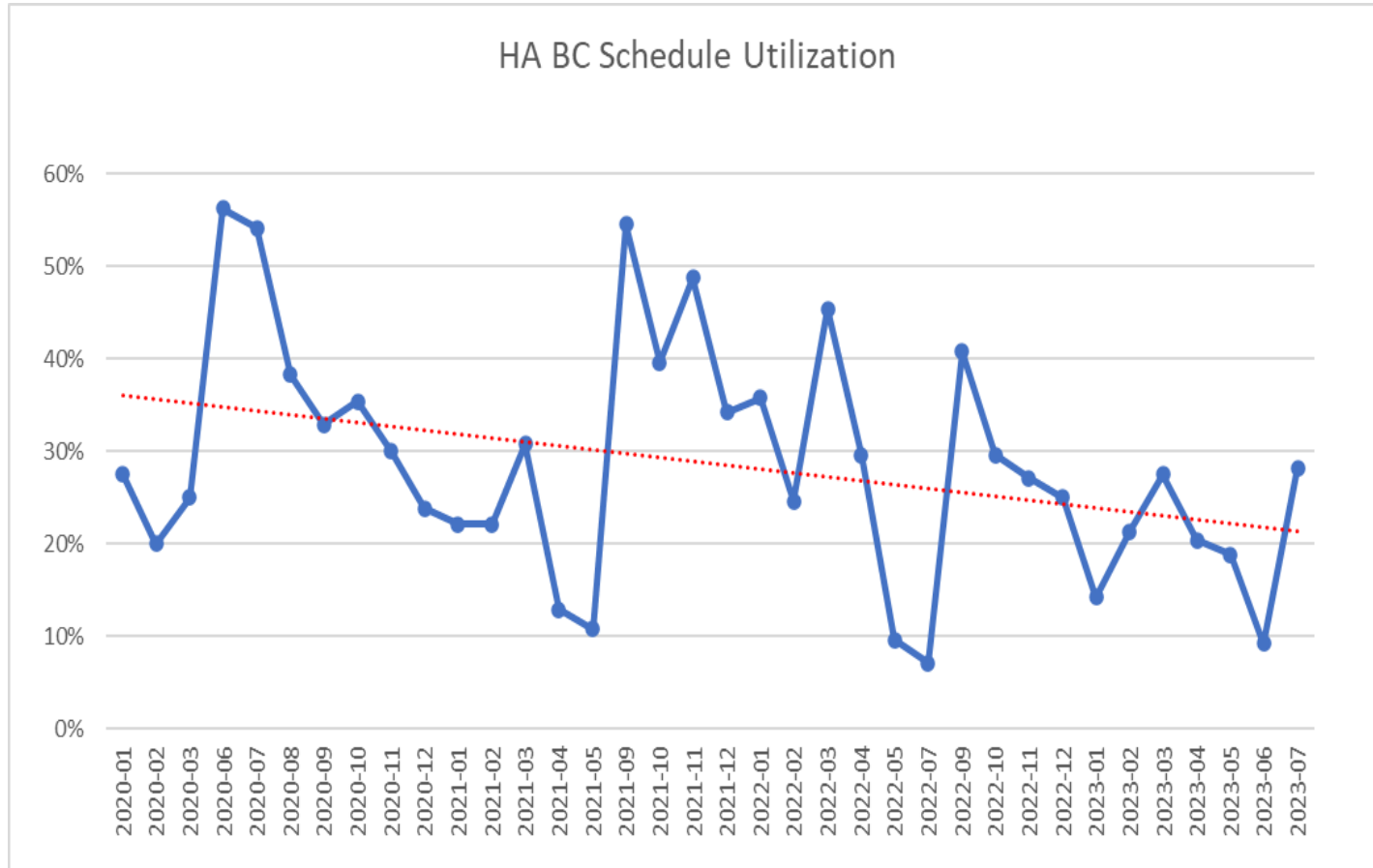
Screening  
mammograms  
at HA Fitchburg  
Campus

Out of  
scope

Screening  
mammograms  
at the other HA  
Mammography  
sites



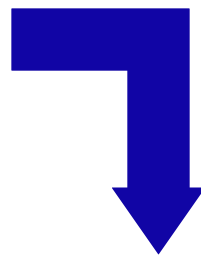
# CURRENT CONDITIONS





# SMART GOALS

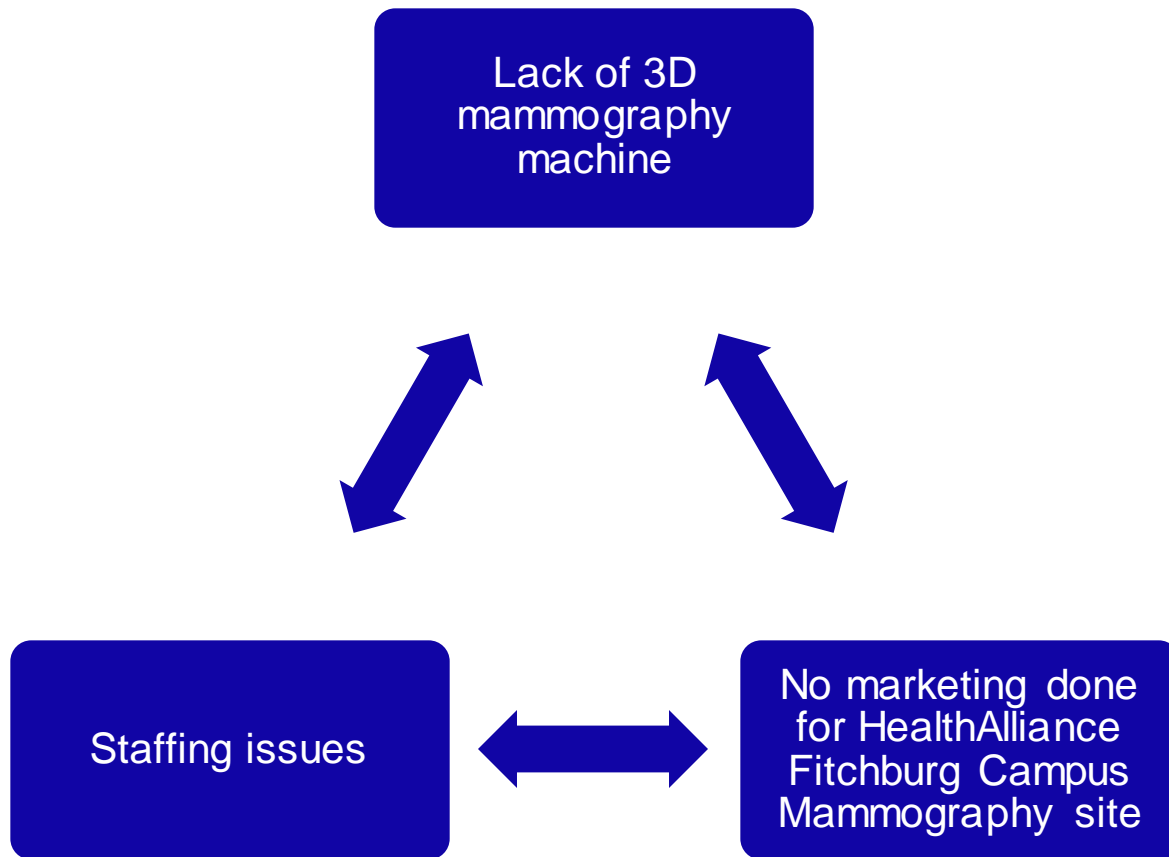
Increase utilization by  
35% by the end of  
December 2023



Increase utilization by  
75% by the end of  
February 2024

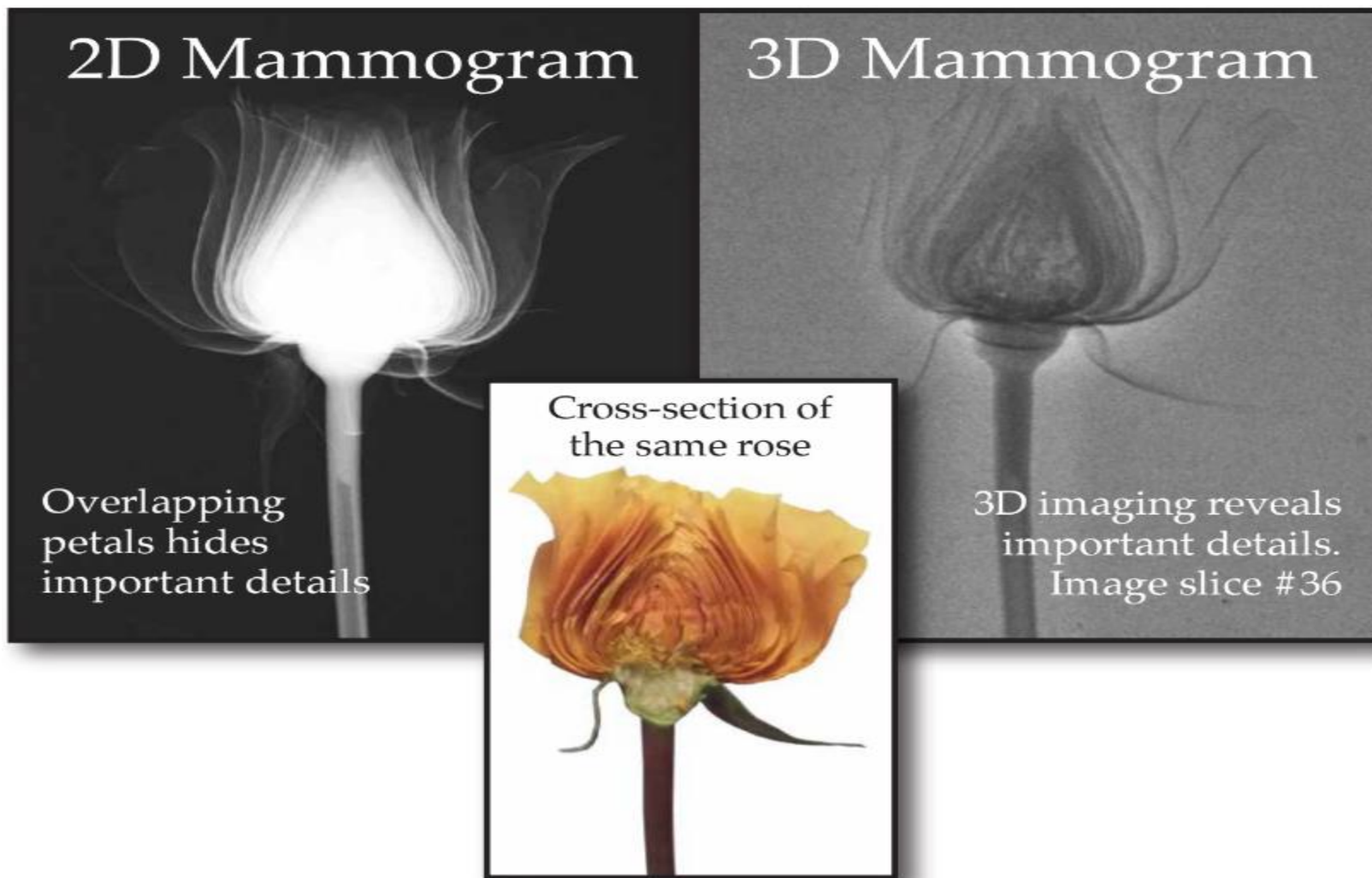


# ROOT CAUSE ANALYSIS





# 2D VS 3D MAMMOGRAMS

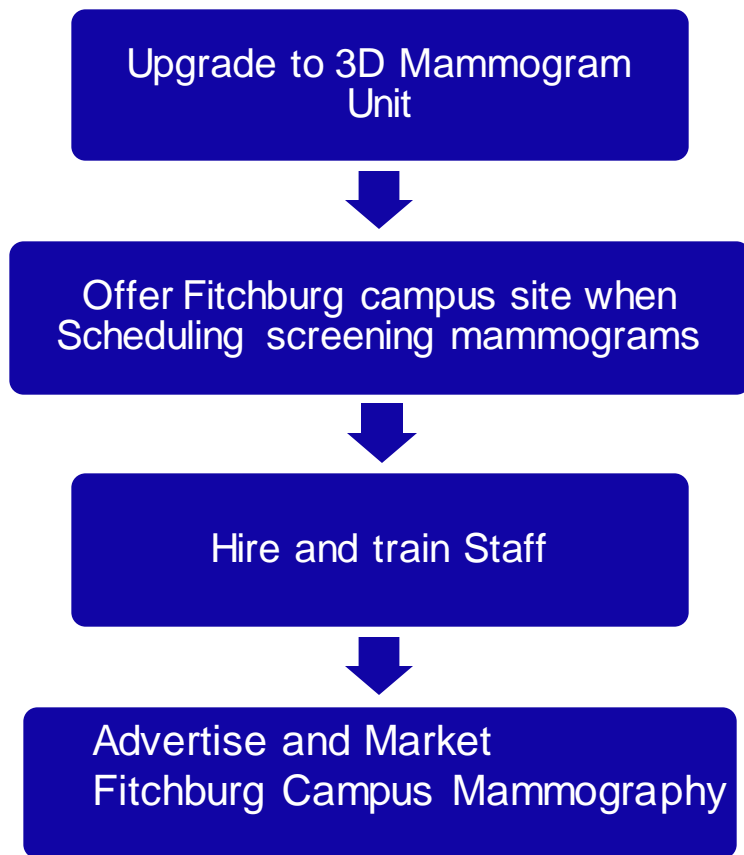


[Is a 3D Mammogram Really Better Than a 2D Mammogram? \(wakerad.com\)](http://wakerad.com)



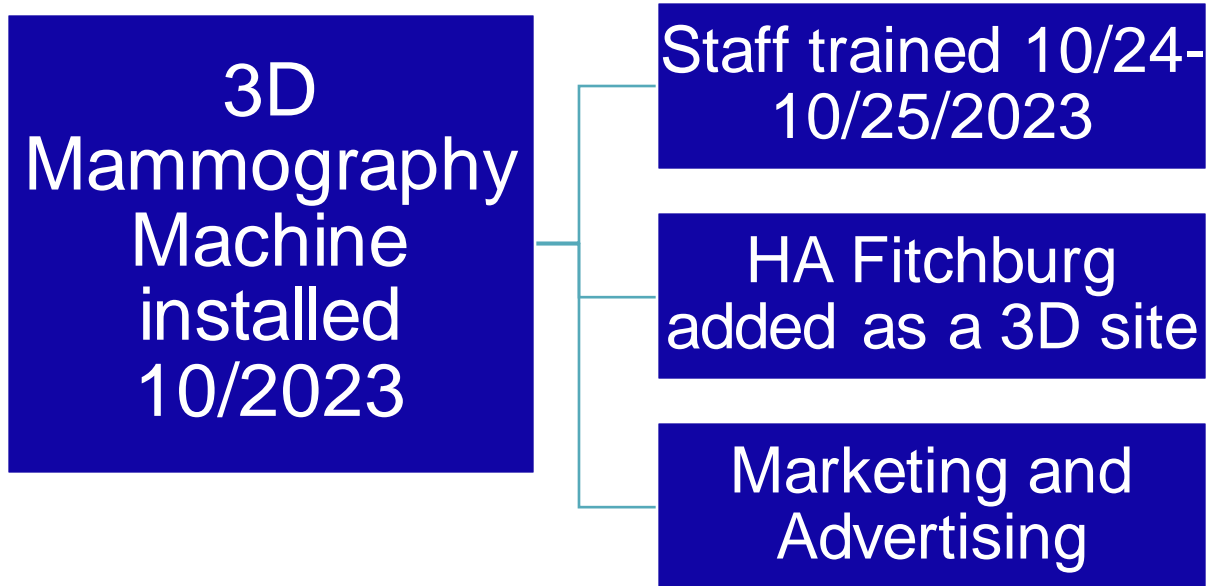


# COUNTERMEASURES (PLAN)



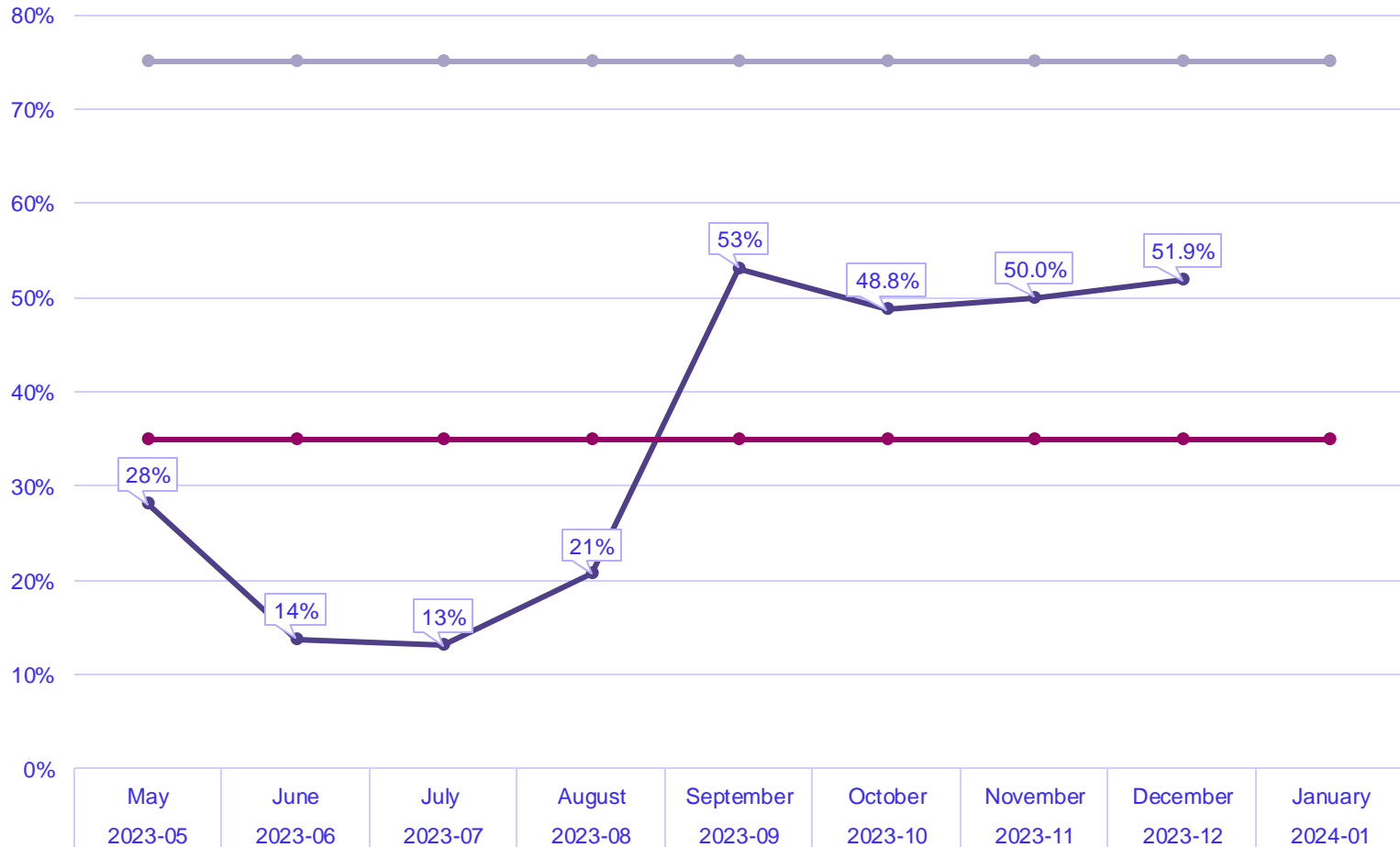


# IMPROVEMENT IMPLEMENTATION (DO)





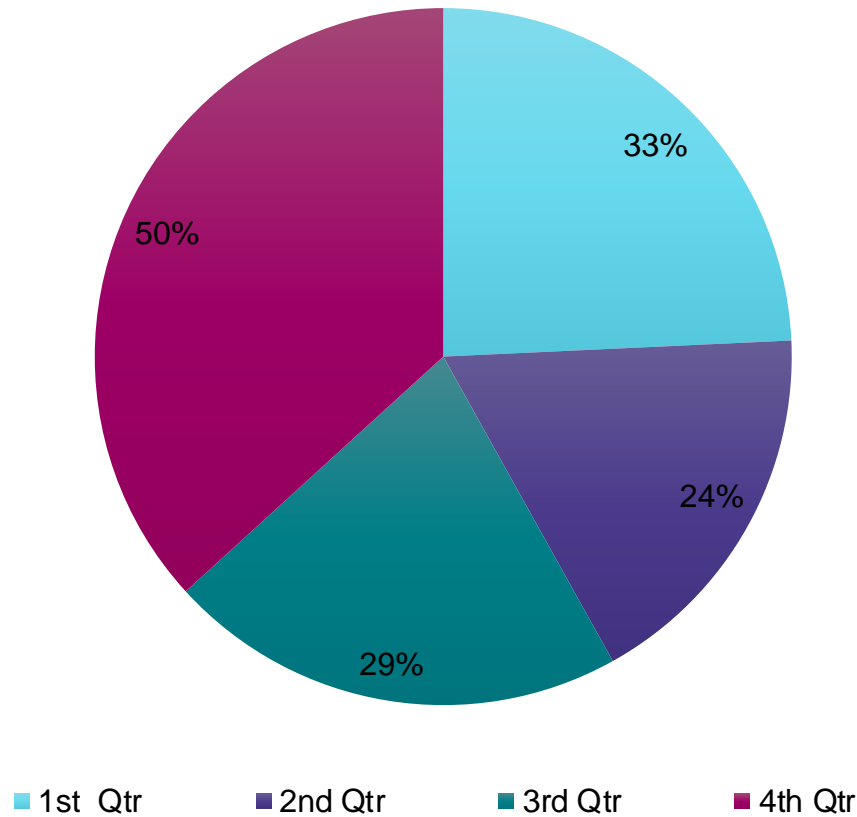
# RESULTS/CONCLUSIONS (STUDY)





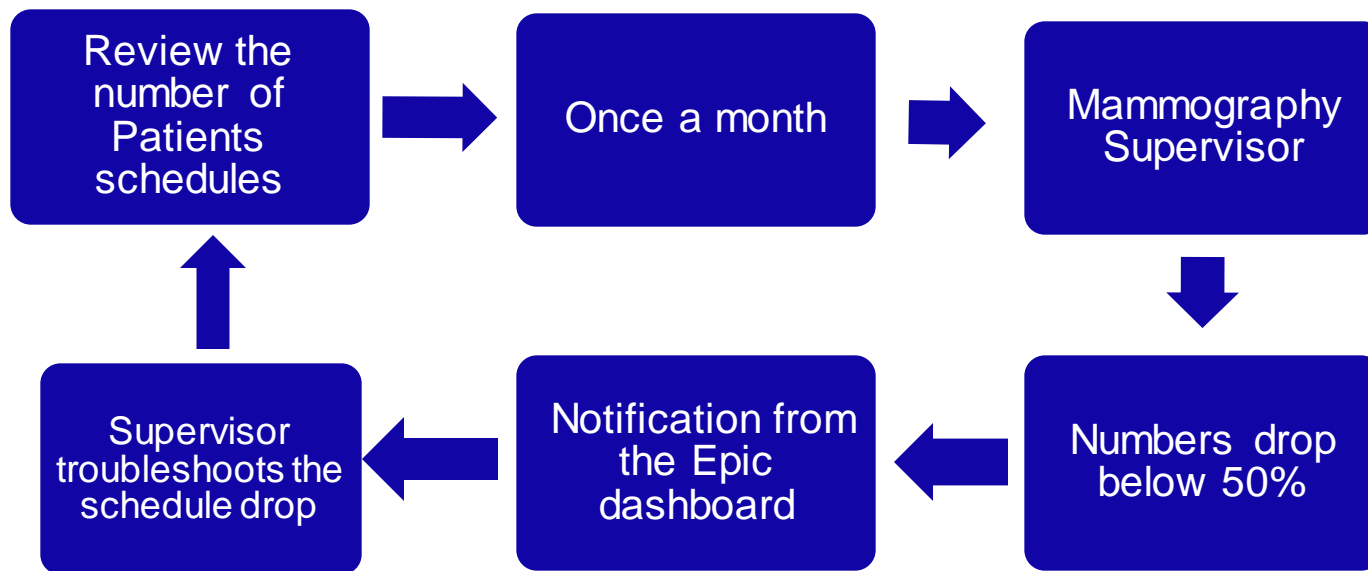
# RESULTS/CONCLUSIONS (STUDY)

## 2023 Utilization in HA Fitchburg Campus





# CONTROL / SUSTAIN (ACT)





## CONTROL / SUSTAIN (ACT)

We have an obligation as healthcare workers to provide care to the communities around us. We strongly believe that early detection saves lives and for every woman who gets to live a long healthy life even after a breast cancer diagnosis we win.



## TEAM MEMBERS

**Paul Riggieri:** AVP of Diagnostic Imaging / Sponsor

UMass Memorial Marlboro and HealthAlliance-Clinton Hospitals

**Debra Kraska:** Mammography Supervisor /Co-Sponsor

HealthAlliance-Clinton Hospital

**Todd Fischer:** Coach/ Lean Six Sigma Master Black Belt

**Betty Watari:** Staff Mammographer/Team lead

**Stephanie Wiafe:** Mentor/ Clinical Coordinator

**Sierra Levine:** Radiology Scheduling Supervisor

**Patricia Pistone:** SR DIR External Affairs Relations & Development,  
Corp Market Communication



## REFERENCES

IS A 3D MAMMOGRAM REALLY BETTER THAN A 2D MAMMOGRAM? - WAKE RADIOLOGY. (N.D.). [HTTPS://WWW.WAKERAD.COM/FROM-OUR-EXPERTS/3D-BETTER-THAN-2D-MAMMOGRAM](https://www.wakerad.com/from-our-experts/3d-better-than-2d-mammogram)

SIEGEL, R. L., MILLER, K. D., WAGLE, N. S., & JEMAL, A. (2023). CANCER STATISTICS, 2023. *CA: A CANCER JOURNAL FOR CLINICIANS*, 73(1), 17–48. [HTTPS://DOI.ORG/10.3322/CAAC.21763](https://doi.org/10.3322/caac.21763)





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# QUESTIONS?



# UMass Memorial Health

**THE RELENTLESS PURSUIT OF HEALING**