



# Supporting Scanxiety in MRI

Darren Hudson, MRI Clinical Lead



@dazman78 @InHealthGroup

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## OUR VISION

To make healthcare and diagnostics better for patients, delivering excellence in everything that we do.

## OUR MISSION

To be the patient's preferred provider of high quality diagnostics and healthcare solutions in hospitals and in accessible community settings, serving at least 3 million patients per year from 500 locations by 2020.

## OUR VALUES



Trust

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Care

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Passion

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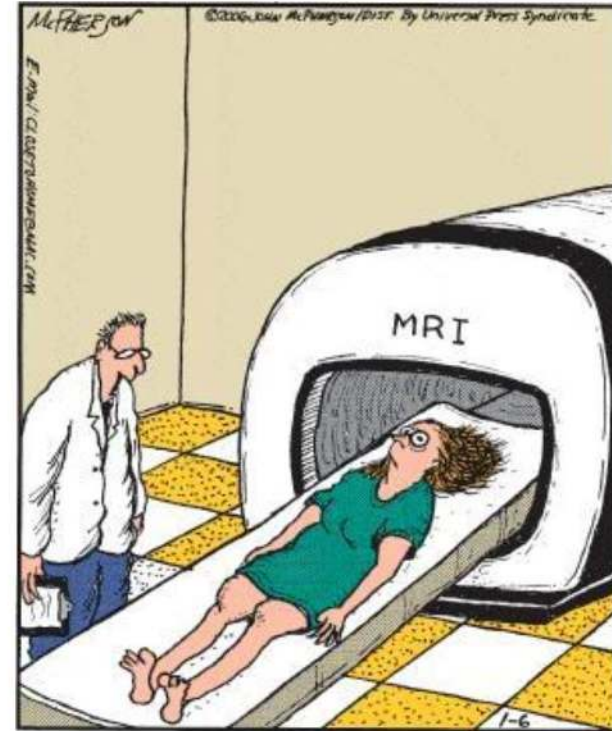
Fresh Thinking

## What...?

- Failure to Scan rate – 14%
- Results in delayed diagnosis and treatment

• **ANXIETY** is a normal emotional reaction in response to a perceived threat or stress.

• **CLAUSTROPHOBIA** is the irrational fear of enclosed space and the feeling of loss of control.



“OK, Mrs. Dunn. We’ll slide you in there, scan your brain, and see if we can find out why you’ve been having these spells of claustrophobia.”

Why...?

Based on literature  
and evidence base

*Apprehension of hospital staff*

*Fear of the clinical  
environment itself*

A result of any pre-existing  
mental health conditions

Having to  
lie flat

Other unpleasant aspects of  
a scan, such as the loud noise  
or vibrations

Duration of  
scan time

## Previous experience of MRI

Concern over  
the diagnosis  
and outcome

Fear of the  
unknown

Anecdotal experience  
of others experiences

Being in pain and  
in discomfort

## Potential Points for Stress and Anxiety

BEFORE	DURING	AFTER
<p>I can't lie flat! I'm in pain! How long will it take? What is this scan? Where do I park?</p>	<p>Its a scary looking machine! I feel trapped, what if the scanner breaks? What is that noise? I can't keep still! Am I left in the room on my own?</p>	<p>What do I do now? When do I get results? What if they find something?</p>
<p>Patient Info Video PRC Guidance</p>	<p>Room design/environment Human interaction Coping strategies</p>	<p>Post scan care Take through next steps</p>
<p><b>= Positive Experience with reduced Scan Related Anxiety</b></p>		

## The most anxiety inducing parts of the MR exam process are:



Initial entry into the scan room.



Positioning on the scan table and placement of surface coils.

# Patient Preparation

## How...?

## What to expect

### from your MRI today...

#### NOISE

The MRI scanner will make loud and unusual noises whilst taking your pictures. Earphones and/or earplugs will be given, and music may be available.

#### HAZARD

The MRI scanner uses a powerful magnet so people with certain types of medical implants or devices may not be able to be scanned. Please remove all metal from your body including loose change from your pockets.

#### CONTROL

You will be given a call bell whilst having your scan. Should you need to stop simply squeeze this and a member of staff will be straight in.

#### TIME

The time taken for the scan will vary depending on what is being scanned but on average can take 20 to 40 minutes.

#### COMFORT

We will use pads, cushions and supports to help make you more comfortable for the scan. It is important to be as comfortable as possible from the beginning to help you keep still throughout.

#### MAGNET

An MRI scanner is a large, hollow cylinder open at both ends. A strong magnetic field and radio waves are used to create images of organs and other structures inside you.

#### COIL

A 'receiving device' like an aerial, may be placed behind or around the part of the body being examined. This detects the tiny radio signals emitted from the body during the scan.

#### COMMUNICATION

There is an intercom in the scanner so you will be able to talk to the MRI operator between scans.

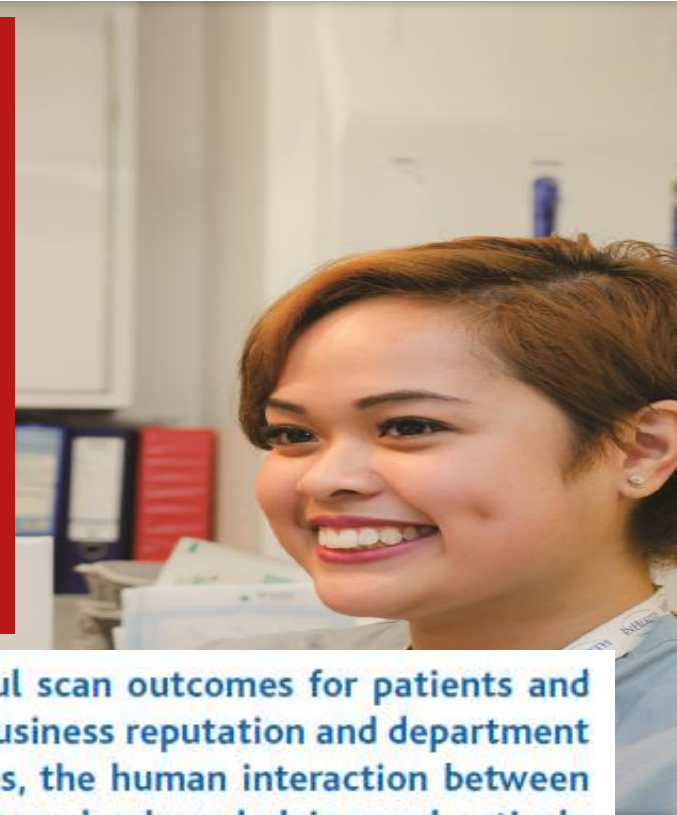


## SUMMARY TOOL: 8C'S...

An overarching theme with any form of anxiety is the relationship between the fear and anticipated degree of severity of the threat or situation, versus what someone feels their ability might be to cope and recover from the event<sup>32</sup>. Therefore it is the role of staff engaging with anxious patients to help reduce concerns over the perceived threat of the scan procedure, and in turn enhance and support their ability to cope and actually manage it.

SCAN RELATED ANXIETY	Consider	From the patient's perspective
	Communication	Smile and eye contact. Describe, explain and provide reassurance
	Compassion	Show care, empathy, understanding and provide support
	Control	Demonstrate patients are in control
	Comfort	Take time to ensure comfort
	Calming	Provide an experience that is not rushed
	Confidence	Portray confidence and enforce patient trust
	Change	Suggest other options and use different strategies

Improving patient experience is paramount in facilitating successful scan outcomes for patients and resulting in high levels of satisfaction, which in turn help maintain business reputation and department throughput. To be able to provide personalised imaging experiences, the human interaction between patient and staff member is important, and should be focused around acknowledging and actively responding to any patient fears or anxieties so that care can be tailored to their specific needs.





## Next Steps

- Transferable to other imaging modalities – mammography
- Patient information leaflets reviewed with patient engagement;
  - General format
  - Paediatric format (8-12)
  - EasyRead format
- Scan room design & environmental factors
- Additional resources;
  - FAQs
  - Mindfulness Meditation



# EasyRead MRI Patient Information

## CONTACT US

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InHealth, Beechwood Hall  
Kingsmead Road, High Wycombe  
Buckinghamshire  
HP11 1JL

Telephone: 01494 560 000  
Email: [info@inhealthgroup.com](mailto:info@inhealthgroup.com)

# THANK YOU