ESR Value-Based Radiology Patient Survey
https://www.surveymonkey.com/r/2M6D3NV

The European Society of Radiology (ESR) is conducting a survey with the aim of better understanding what value in radiology means to patients. Completing this survey will help us work towards a future in which the field of radiology provides the greatest possible value to patients. The survey will take approximately 10 minutes to complete. We thank you for providing us with your input.

Part 1:

Country:
City:
Age:
Sex:

Part 2:

1. How many times have you undergone radiological scans in the last two years? (please tick)

☐ 0  ☐ 1-5  ☐ 6-10  ☐ 11-15  ☐ 16+

2. What kind of imaging procedure(s) have you undergone in the last two years? (please tick)

- X-Ray
- Computed Tomography (CT)
- Magnetic Resonance Imaging (MRI)
- Ultrasound (US)
- Other

3. How satisfied were you with your overall experience with radiological services in the last two years? (1 = very unsatisfied, 5 = very satisfied) (please tick)

☐ 1  ☐ 2  ☐ 3  ☐ 4  ☐ 5

4. Did you receive written information about the imaging procedure? (please tick)

- Yes
- No
5. How satisfied were you with the information provided about the procedure (risks, benefits, description of how it is performed)? (1 = very unsatisfied, 5 = very satisfied) (please tick)

   1  2  3  4  5

6. Were you supplied with a copy of the radiology report from your examination? (please tick)
   • Yes
   • No

7. How satisfied were you with the way your results were communicated to you? (1 = very unsatisfied, 5 = very satisfied) (please tick)

   1  2  3  4  5

8. Are you aware that after undergoing an x-ray or CT procedure you are entitled to receive information about your radiation dose exposure? (please tick)
   • Yes
   • No

9. If you underwent x-ray or CT procedure, did you receive information about your radiation dose exposure after the procedure? (please tick)
   • Yes
   • No

10. Please rate the following aspects of the radiology service: (1 = very unsatisfied, 5 = very satisfied) (please tick)
   • Courtesy of the staff
     1  2  3  4  5
   • Information provided about benefits & risks of the procedure
     1  2  3  4  5
   • Waiting times (i.e. from referral to appointment)
     1  2  3  4  5
   • Time to diagnosis (i.e. from initial referral)
     1  2  3  4  5
• Information provided following diagnosis by radiology staff

1 2 3 4 5

• Availability of the radiologist for personal consultation

1 2 3 4 5

11. What could have improved your experience?

Part 3:

12. Value-based care is a philosophy of healthcare achieved when professionals intentionally consider the quality of care provided, and the overall outcomes of that care, in relation to cost-efficiency.

Were you previously familiar with the meaning of value-based healthcare (VBH) / value-based radiology (VBR)? (please tick)

• Yes
• No

13. Which do you consider the most important aspect of value in radiology? (please tick)

• Cost (out of pocket or cost to the health system/insurer) (go to part 4)  
• Efficiency / Safety (go to part 5)
• Service (the way you are treated, waiting times, time-to-diagnosis) (go to part 6)
Part 4: if cost:

14. Do you have public/statutory/mandatory or private health insurance? (please tick)
   - Public
   - Private
   - Both
   - Neither

Go to part 7

Part 5: if efficiency / safety:

15. Which aspect of efficiency/safety do you consider most important in radiology? (please rank them according to importance) (1 = most important, 4 = least important)
   - Efficiency (the necessary results are obtained using fewest procedures/time)
   - Effectiveness (the correct examinations are performed to produce the necessary results for diagnosis)
   - Safety of the exams
   - Accuracy/correctness of the diagnosis

Go to part 7

Part 6: if service:

16. Which service aspect do you consider most important in radiology? (please rank them according to importance) (1 = most important, 6 = least important)
   - Courtesy of the staff
   - Information provided about benefits & risks of the procedure
   - Waiting times (i.e. from referral to appointment)
   - Time to diagnosis
   - Information provided following diagnosis by radiology staff
   - Availability of the radiologist for personal consultation

Go to part 7
17. Which factor do you think most affects the value of radiology within the healthcare chain? (please tick)
   - Referral
   - Treatment decisions based on diagnosis
   - Follow up / monitoring

18. Is cost or quality of service more important in defining ‘value’? (please tick)
   - Cost
   - Quality
   - Both

19. Are you able to choose where you receive radiology services? (please tick)
   - Yes (go to question 20)
   - No (go to question 21)

20. Which of the following is most important to you when you choose where you receive radiology services? (please tick)
   - Cost (the amount I pay for the services I receive)
   - Quality (the efficiency, effectiveness, safety, and results or outcomes of the care I receive)
   - Service (the way I am treated as a patient)
   - Location (close to home/work, accessible)
21. What factors are most important to you in receiving radiology services? (please select the three most important to you). (1 = most important, 3 = least important)

- Appropriate scan is performed
- Being able to arrange an appointment online
- Being able to get an appointment quickly
- Diagnosis is quick
- Doctor consults patient on procedure options
- Doctor explains the procedure
- Doctor knows me / cares about me
- Doctors / nurses / staff are friendly
- My confidence in the doctor / their qualifications
- My confidence in the equipment used
- My health improves
- No errors are made in diagnosis
- Out-of-pocket expenses are affordable
- Radiologist is available to explain diagnosis
- Radiology facility is easily accessible
- Surroundings in hospital / scanner etc. are clean / pleasant
- Waiting times at the radiology facility are short
- Other

End of survey
Thank you for providing us with your feedback!