

## Q132

10:30 AM – 12:00 PM

### Quality Improvement: Customer Satisfaction

*G. Scott Gazelle, MD, PhD, Moderator*

- A. Customer Satisfaction: An Overview  
*G. Scott Gazelle, MD, PhD*
- B. Assessing and Improving Referring Physician Satisfaction  
*Kristen L. Dean, BS*  
*Michelle H. Dean*
- C. Assessing Patient Satisfaction  
*Frank J. Lexa, MD, MBA*
- D. Assessing and Improving Staff Satisfaction: Impact on Patient Satisfaction and Outcomes  
*Ann Rhoades*

## Q133

1:30 PM – 3:30 PM

### Quality Improvement: Patient Safety in Radiology Practices

*Charles R. Denham, MD, Moderator*

- A. The Quality Choir in Radiology: New Role—Old Values  
*Charles R. Denham, MD*
- B. Radiology: The Joint Commission Perspective  
*Peter B. Angood, MD, FRCS(C)*
- C. Adverse Events in Radiology: A Principled Approach  
*Timothy McDonald, MD, JD*

## Q134

4:00 PM – 6:00 PM

### Quality Improvement: Professional Assessment

*Jonathan B. Kruskal, MD, PhD, Moderator*

- A. Impact of Professional Assessment on Radiologists  
*Jonathan B. Kruskal, MD, PhD*
- B. RADPEER—Peer-Review Process  
*James P. Borgstede, MD*
- C. Participating in a Practice Quality Improvement Project: The CT Colonography Project  
*C. Daniel Johnson, MD*
- D. Measuring Procedural Competency  
*Janet L. Strife, MD*
- E. The Radiologist Scorecard  
*Lane F. Donnelly, MD*

## Related Informatics Course

### Wednesday, December 3

10:15 AM – 12:15 PM

#### Course 042

### Next Generation IT Requirements for Improving Quality and Safety for Radiology

*Ramin Khorasani, MD, MPH*  
*David Avrin, MD, PhD*  
*Paul J. Chang, MD*

## Radiologist Assistants Symposium

### Sunday, November 30

#### RA11

10:30 AM – 11:30 AM

### The Radiologist Assistant: Extending the Reach of the Radiologist

*Donna L. Wright, EdD, RT(R)*

#### RA12

12:00 PM – 1:00 PM

### A Radiologist Assistant's Role in Breast Intervention

*Joann T. Yokley, RRA*

#### RA13

2:00 PM – 3:00 PM

### The Role of the Radiologist Preceptor in Radiologist Assistant Education

*Jordan B. Renner, MD*

#### RA14

3:30 PM – 4:30 PM

### Advanced Practice in Nuclear Medicine and US

*David Gilmore, MS, CNMT, NCT, RT(R)(N)*  
*Shannon Boswell*

#### RA15

5:00 PM – 6:00 PM

### Enhancing and Refining Radiologist Assistant Practice: Education and Certification

*Salvatore Martino, EdD, CAE*  
*Jerry B. Reid, PhD*

## Breast Series

### Tuesday, December 2

#### VB31

8:30 AM – 12:00 PM

### Breast Series: Identification and Management of the Patient at High Risk for Breast Cancer

#### The Role of Breast Density

*Jennifer A. Harvey, MD*

#### Scientific Papers

#### The Role of Family History

*Robert A. Smith, PhD*

#### Scientific Papers

#### Screening Strategies

*Edward A. Sickles, MD*

## Chest Series

### Wednesday, December 3

#### VC41

8:30 AM – 12:00 PM

### Chest Series: Pulmonary Embolism and Pulmonary Arterial Hypertension

*Phillip M. Boiselle, MD, Co-Moderator*

*H. Page McAdams, MD, Co-Moderator*

### Guidelines for Pulmonary Embolism Evaluation: Fleischner, PIOPED II, and Other Proposals

*Lawrence R. Goodman, MD*

#### Scientific Papers

### CT Angiography of Acute Pulmonary Embolism

*Martine J. Remy-Jardin, MD, PhD*

#### Scientific Papers

### CT Angiography of Chronic Pulmonary Embolism

*Sanjeev Bhalla, MD*

#### Scientific Papers

### Pulmonary Arterial Hypertension

*Aletta A. Frazier, MD*

#### Scientific Papers

### Imaging of Pulmonary Embolism in Pregnancy

*Ann N. Leung, MD*

#### Scientific Papers

### MR Imaging of Pulmonary Embolism

*John R. Mayo, MD*