



MRI Patient Experience Accessories

Environmental Change Leads to Patient Change

[siemens-healthineers.com/mri-patient-experience](https://www.siemens-healthineers.com/mri-patient-experience)

What do we mean by Patient Experience?

Patient experience encompasses a wide variety of topics around the patient’s perception of their stay in the radiology center that can impact the workflow efficiency and bottom line. From the noise and duration of an MRI exam to the stress and pain of a screening mammogram, the circumstances of an examination can sometimes be on the patient’s mind more than the clinical benefit of a diagnosis.

Frequently experienced ‘patient pains’ radiology centers face:

- Anxiety
- Lack of information and understanding
- Burdensome process
- Physical discomfort
- Time-pressured staff perceived as lack of empathy
- Physical pain
- Unpleasant environment

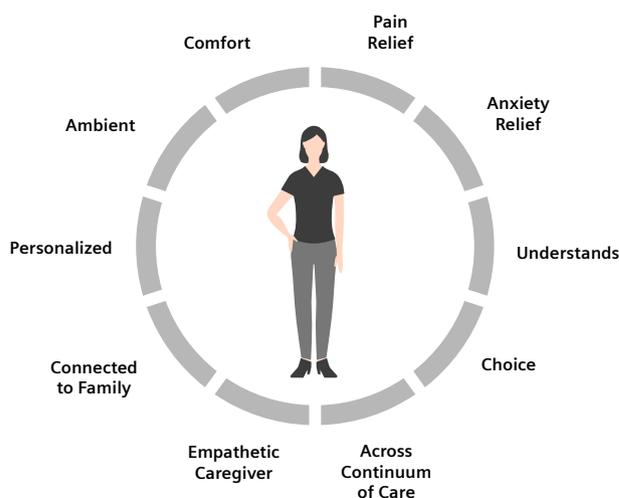
These ‘patient pains’ translate into tangible clinical and operational challenges:

- Motion artifacts
- Incomplete exam
- No shows
- Sedation rates
- Staff dissatisfaction
- Scan preparation time

Patient Care Solutions by Siemens Healthineers

Solutions to Improve Patient Experience	Explanation
Environment	Calming atmosphere to reduce anxiety
Comfort	Better perceived comfort (i.e. positioning, pain relief)
Edutainment	Educate to reduce feeling of uncertainty
	Entertain and distract by shifting focus
Process Smoothness	Provide procedural and sensory information
	Faster scan process which allows for more patient interaction

Studies have shown a positive association between self-reported patient experience, clinical outcomes, and resource utilization¹, indicating a positive business case for improving patient experience. Our solutions help you put patients at greater ease, resulting in increased patient satisfaction and a more efficient workflow. Themed environments and patient entertainment solutions offer effective distraction with a calming effect on the patient. Siemens Healthineers is partnering with **NordicNeuroLab (NNL)** and **Dream Think Imagine (DTI)** to design solutions which improve patient experience in MRI.



A study performed revealed that using audio/visual systems during MRI scans decreases the need for sedation in children aged 4 - 10 years by 34.6%.²

Configure for Patient Experience

Patient experience features can both upgrade and redesign your existing suite to be more patient-friendly as well as providing the finishing touch on your MRI scanner. Our new MRI systems are equipped with BioMatrix Technology that adapts to biovariability due to differences in patient anatomy and physiology. Combining them with a themed environment and patient entertainment allows you to tailor the entire exam around the patient's physical and mental needs.

Medically approved screen time with NNL

The NNL nordicComfortSolution³ is designed around an MRI-safe monitor (NNL InroomViewingDevice) and a media player, allowing the patient to focus on entertainment, preventing movement, reducing anxiety, and aborted/repeated scans. The product consists of three main components:

- An MRI 40-inch compatible monitor with an integrated camera as the in-room viewing device
- A Microsoft Surface Pro as the Stim PC Clinical (touch)
- The nordicComfortPlayer software³ containing music libraries and movies. The patient can also stream videos or bring and play their own media files



The MRI tech will be able to adjust the in-room viewing device to the patient accordingly and then choose and control the media from the control room using the nordicComfortPlayer³ software installed on the Microsoft Surface Pro.

Step into your comfort zone with DTI

Dream Think Imagine (DTI) is dedicated to making hospitals feel very unhospital-like, to bringing the outside in for a truly relaxing experience. A range of products can be combined to create this atmosphere, from wall coverings³ and gantry skins³ with a permanent design to projections and light solutions which can be adapted to display a theme chosen by the patient.

With customizable theme design and solutions for a range of budgets, DTI is able to help make a scan more enjoyable for all patients, be they children or adults.



Benefits of the NNL nordicComfortSolution and DTI environments:

Main benefits include:	Which 'Customer Pain' is improved:	Which 'Patient Pain' is improved:	Part of which Patient Experience Solution:
Display media content quickly and easily	Staff engagement	Anxiety, unpleasant environment, feeling unsafe	Process Smoothness
Reduce patient anxiety	No shows	Anxiety, unpleasant environment	Environment
Reduce patient movement during scan	Motion artifacts	Discomfort/Physical pain	Comfort
Decrease number of aborted and repeated scans	Incomplete exams	Feeling unsafe, anxiety, unpleasant environment	Edutainment
Reduce delays	Sedation rates, motion artifacts	Lack of information and understanding	Environment
Reduce need for sedation	Sedation rates, motion artifacts	Burdensome process	Comfort



NordicNeuroLab

NordicNeuroLab is the global leader in functional MRI products and services. From state-of-the-art fMRI stimulus delivery hardware and software to MRI post processing applications for advanced neuro imaging, NNL products are used in more than 70 countries. Applying 20 years of experience from the field of fMRI, NNL has developed a new product line to enhance patient experience during MRI exams, the nordicComfortSolution.



Dream Think Imagine specializes in the creation of unique, thoughtfully inspired themed environments within the healthcare setting. The distinctive, custom art and technology based environments immerse patients and family members of all ages in a positive patient experience that changes the health care delivery model. These creative environments can be a market differentiation by improving patient satisfaction scores, increasing patient referrals, decreasing the need for procedural sedation, and improving employee retention while delivering operational efficiency and cost savings to patients and health systems.

¹ Luxford, Karen BSc(Hons), PhD, FAIM, FAAQHC and Sutton, Sue RN, PhD, FHIMSS (2014) "How does patient experience fit into the overall healthcare picture?," Patient Experience Journal: Vol. 1: Iss. 1, Article 4

² Impact of Audio/Visual Systems on Pediatric Sedation in Magnetic Resonance Imaging' study performed by Lemaire et al. (2009)

³ 'The products mentioned herein are not commercially available in all countries. Due to regulatory reasons their future availability cannot be guaranteed. Please contact your local Siemens Healthineers organization for further details. The information shown herein refers to products of 3rd party manufacturers, which therefore fall under their regulatory responsibility.

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