## Massachusetts Coalition for the Prevention of Medical Errors Massachusetts Hospital Association

## Communicating Critical Test Results Safe Practice Recommendations and Implementation Tools

## **Table of Contents**

Project Overview	1
Safe Practice Recommendations	
Editorial from David Bates and Lucian Leape	4
Safe Practice Recommendations	
Consensus Group Members	
Getting Started	
Getting Started Tasks	22
Leadership Commitment	
Form a Team	
Collect Baseline Data	
Develop Mission and Aim Statements	
Choose Where to Start	
Begin Testing	
Multidisciplinary Team Member List	
Notes on Project Phasing	29
Implementing the Communicating Critical Test Results Recommendations	
Refining the list	
Identifying and reaching the ordering provider	
Building reliability into the system	
Keys to successful implementation – Advice from hospital teams	
Partnering with Patients & Families	39
Measurement Strategy	
Core Evaluation Measures for Monitoring	41
Protocol for Data Collection	43
Tips for Data Collection and Measurement	44
Data Collection Tool	46
Sample self-graphing worksheet	47
Toolkit	
Starter Set of tests for laboratory, cardiology and radiology - Eric Poon, M	D
Brigham & Women's Hospital	48
Risk Assessment Tools (flow charts, FMEA examples)	
Sample flow charts from Caritas Norwood	56