

Massachusetts Coalition
for the
Prevention of Medical Errors

Communicating Critical Test Results
An Educational Session on Safe Practice Recommendations

July 29, 2005
Massachusetts Medical Society, Waltham, MA

Introductory Session
For New Participants
8:00 AM — 9:15 AM

- 7:30 AM** **Registration and continental breakfast**
- 8:00 AM** **Communicating Critical Test Results – Overview and Safe Practice Recommendations**
Eric Alper, MD Patient Safety Officer, UMass Memorial Medical Center
- 8:20 AM** **Implementing the Safe Practice Recommendations: Implementation Tips, Measurement Strategies, and Small Tests of Change**
Doris Hanna, RN, CPNP, ScD, Consultant, Massachusetts Coalition for the Prevention of Medical Errors

Questions and Answers

Educational Session
For all Participants
9:30 AM – 3:00 PM

- 9:15 AM** **Registration and Coffee**
- 9:30 AM** **Welcoming Remarks**
Paula Griswold, Executive Director, Massachusetts Coalition for the Prevention of Medical Errors
- 9:35 AM** **Lessons from the Learning Collaborative Experience**
Doris Hanna, RN, CPNP, ScD, Consultant, Massachusetts Coalition for the Prevention of Medical Errors
- 9:45 AM** **Implementation Stories: Successful Strategies from Participating Hospitals**
U Mass Memorial Medical Center
Eric Alper MD, Patient Safety Officer
Joan Trottier, RN Internal Clinical Quality Consultant
Angela Nardella, BS, MT Manager of Decision and Quality for the Department of Hospital Laboratories

9:45 AM cont. Quincy Medical Center
Tony Richard, MT, MBA Director of Lab Services and Cardio
Pulmonary Services
Rhode Island Hospital
Susan Kenyon, RN, CPC Patient Safety Coordinator
St. Vincent Hospital
Thomas Ukena, MD, Medical Director of Laboratory Services

10:45 AM Time for Q& A, faculty comments

11:15 AM Discussion on special topics: Facilitated by Susan Kenyon and Anne Gross
Special issues about Radiology
Special issues about Cardiology
JCAHO's National Patient Safety Goals

11:45 AM First Break-out Session

Team Working Groups - Facilitated discussion

Interactive, roundtable discussions in two breakout rooms focusing on some of the key issues that have emerged as teams have implemented the safe practice recommendations. Faculty will present an overview of the topic and discussion with questions and answers will follow on each topic.

Topic #1 – Refining the list - Michael Biskup, Tony Richard & Debra Steward

Topic #2- Identifying and reaching the responsible provider, linking the patient with a clinical team - Susan Kenyon & Kathleen Whyte

Topic #3 Direct MD communication – Advantages and Disadvantages
Eric Alper, Kathleen Whyte, Judy Waite and Michael Biskup

Topic #4 Building the infrastructure to support the clinical team –centralizing the call schedule and paging systems - Joan Trottier & Judy Waite

Topic #5 Developing fail-safe and real- time tracking systems; ensuring acknowledgement - Anne Gross & Angela Nardella

12:15 PM First lunch or second breakout Session

12:45 PM Second lunch or second breakout session: Facilitated discussion

1:15 PM Begin 3rd breakout session: Facilitated discussion

1:45 PM Begin 4th breakout session: Facilitated discussion

2:15 PM Begin 5th breakout session: Facilitated discussion

2:45 PM Closing remarks, evaluations and adjourn

Paula Griswold, Executive Director

Massachusetts Coalition for the Prevention of Medical Errors

Faculty from Learning Collaborative Hospitals listed below:

Caritas Norwood Hospital

Judy Waite, MS, RN, CS Director, Quality & Safety

Dana-Farber Cancer Institute

Anne Gross, MS, RN, CNAA, Vice President for Adult Ambulatory Services and
Director of Adult Ambulatory Nursing

Hallmark Health

Mike Biskup, MBA, MHSA, MT Operations Manager of Laboratory Services

Mount Auburn Hospital

Debra Steward, MT (ASCP) Lab Administrator

Quincy Medical Center

Tony Richard, MT, MBA, Director of Laboratory Services and
Cardio/Pulmonary Services

Rhode Island Hospital

Susan Kenyon, RN, CPC Patient Safety Coordinator

St. Vincent Hospital

Kathleen Whyte, RN Clinical Quality Manager

Thomas Ukena, MD Medical Director of Laboratory Services

UMass Memorial Medical Center

Eric Alper, MD Patient Safety Officer

Joan Trottier, RN Internal Clinical Quality Consultant

Angela Nardella, BS, MT Manager of Decision and Quality for the Department of
Hospital Laboratories

Sponsored by:

Massachusetts Coalition for the Prevention of Medical Errors

Massachusetts Hospital Association

&

support from:

Betsy Lehman Center for Patient Safety and Medical Error Reduction