

# **Communicating Critical Test Results**

## **An Educational Session on Safe Practice Recommendations**

**When:** July 29, 2005

**Where:** Massachusetts Medical Society  
860 Winter Street Waltham, MA 02451

**Time: Registration begins at 7:30 AM for the Introductory Session**  
**Introductory Program: 8:00 AM — 9:15 AM**

**Registration begins at 9:15 AM for the Educational Session**

**Educational Session: 9:30 AM — 3:00 PM**

**Contact:** Linda Prince (781) 272-8000 x221 with any questions or concerns

**How to register:** [www.regonline.com/24722](http://www.regonline.com/24722)

The Massachusetts Coalition for the Prevention of Medical Errors, together with the Massachusetts Hospital Association, will host an educational session on **Communicating Critical Test Results Learning Collaboratives** on July 29, 2005. Hospitals implementing the practices have demonstrated their potential for making substantial improvements in patient safety. The practices address communication, teamwork, and information transfer issues, all fundamental system factors linked to patient safety.

### **PROGRAM PURPOSE:**

The purpose of the July 29th program is to facilitate the implementation of safety practices for Communicating Critical Test Results by clinical teams who are new to this patient safety initiative and for teams that need to accelerate their improvement efforts. Clinical teams will learn how to spread the safety practices throughout their organizations and sustain their successes on an ongoing basis.

### **LEARNER OBJECTIVES:**

- Describe the key safe practice recommendations designed to build and enhance reliability in hospital systems when communicating critical test results
- Identify the key organizational factors needed to successfully implement a communicating critical test results initiative
- Develop an action plan for implementation with aims, measures, time frames and role responsibilities clearly defined
- Collaborate with peers/colleagues on effective intervention strategies to accelerate improvements in key domains of this project
- Identify strategies for sustaining changes in your organization to improve the reliability of the communication process around critical test results

### **PROGRAM FACULTY:**

Program faculty includes experienced facilitators from Massachusetts hospitals with established Communicating Critical Test Results initiatives, along with Coalition staff.

### **WHO SHOULD ATTEND:**

This is a team project, and hospitals are encouraged to send several members from their Communicating Critical Test Results implementation team, representing the following disciplines:

Physician	Radiologists
Nursing Leader(s)	Patient Safety/QI Representative
Staff Education Representative	Laboratory Leader
Other (Administration/Leadership, IT)	Cardiologists
Laboratory Support	Pharmacists

**This program is funded in part by a contract with the Betsy Lehman Center for Patient Safety and Medical Error Reduction.**

**\*\*NOTE: A package of advance reading materials is being prepared which should be read by anyone new to the process prior to attending the Collaborative.**