

**Communicating Critical Test Results  
A Learning Collaborative on Safe Practice Recommendations**

**Wyndham Hotel, Westborough, MA**

**Introductory Session  
*for New Teams, New Participants***

**November 3, 2003**

**8:00 AM — 9:30 AM**

**7:30 AM Registration and coffee**

**8:00 AM Introducing the Coalition's Recommended Safe Practices**

Doris Hanna, RN, CPNP, ScD

Massachusetts Coalition for the Prevention of Medical Errors

**Communicating Critical Test Results: What is it? How do we do it?**

David Bates, MD, MSc, Chief, Division of General Medicine

Brigham & Women's Hospital and Consensus Group Chair

**9:00 AM Getting Started with Your Team: Aims, Small Cycles of Change, Measures**

Terri Simmonds, RN, BSM, CPHQ, Director of Critical Care and Patient Safety,

Institute for Healthcare Improvement

**9:30 AM Action Items**

Doris Hanna, RN, CPNP, ScD

Massachusetts Coalition for the Prevention of Medical Errors

**9:45 AM Break, room set-up for full Collaborative**

**Please take all your materials with you, and join any other attendees from your  
organization in the room where your organization is assigned**

Sponsored by:

**Massachusetts Coalition for the Prevention of Medical Errors**

**Massachusetts Hospital Association**

**Communicating Critical Test Results  
A Learning Collaborative on Safe Practice Recommendations**

**Wyndham Hotel, Westborough, MA**

**Collaborative Program  
For All Participants**

**November 3, 2003  
10:00 AM — 4:00 PM**

- 9:30 AM Registration and coffee**
- 10:00 AM Welcoming Remarks and Introduction of Faculty**  
Leslie Kirle, MPH, Massachusetts Hospital Association  
Lucian Leape, MD, Harvard School of Public Health  
Doris Hanna, RN, CPNP, ScD, Massachusetts Coalition for the Prevention of Medical Errors
- 10:15 AM What have we learned about communicating critical test results? What seems to be working and where do we need to work?**  
David Bates, MD, MSc, Chief, Division of General Medicine  
Brigham & Women's Hospital and Consensus Group Chair
- 10:25 AM Stories from Two Implementation Teams**  
**Module 1: Success on shortening the list - Quincy Medical Center**  
**Module 2: Success on identifying and reaching providers - Caritas Carney**  
Presentations followed by Q&A and faculty comment;  
David Bates, MD  
Frank Federico, RPh, Risk Management Foundation  
Terri Simmonds, RN, CPHQ, Institute for Healthcare Improvement  
Lucian Leape, Harvard School of Public Health
- 11:15 AM Break**
- 11:30 AM Team Progress Reports – All teams present (5-7 minutes)**  
Interactive session; faculty to serve as facilitators in three breakout rooms  
Breakout Leaders: Frank Federico, RPh, Terri Simmonds, Lucian Leape
- 12:30 PM- 12:50 Groups break for lunch (staggered lunch break, by breakout group)**  
Time for networking opportunities or conversations with your team over lunch)  
Each breakout group will reconvene after 30 minutes to continue team reports
- 1:30 PM Break**
- 1:40 PM Stories from Implementation teams continued:**  
**Module 3: Success on building reliable systems : technology solutions**  
**UMass Memorial Medical Center**  
Presentations followed by Q&A and faculty comment
- 2:00 PM Summary of Breakout Sessions Learnings**
- 2:15 PM Accelerating Improvement: Strategies for Addressing Barriers, Sustaining Implementation Progress**  
Terri Simmonds, RN, BSM, CPHQ, Institute for Healthcare Improvement
- 2:45 PM Facilitated Team Planning Time: Organizational Planning**
- 3:15 PM Action Steps and Next Collaborative Activities**  
Lucian Leape, MD, Harvard School of Public Health  
Doris Hanna and Paula Griswold, MA Coalition for the Prevention of Medical Errors