

# Communicating Critical Test Results

## A Learning Collaborative on Safe Practice Recommendations

May 12, 2003

9:00 AM — 3:00 PM

Wyndham Hotel, Westborough, MA

### AGENDA

- 9:00 AM Welcoming Remarks**  
Paula Griswold, Executive Director Mass Coalition  
Leslie Kirlie, MPH, Massachusetts Hospital Association  
Lucian Leape, MD, Harvard School of Public Health
- 9:15 AM Communicating Critical Test Results: What is it? Why do we need it? How do we do it?**  
David Bates, MD, Chief of the Division of General Medicine  
Brigham & Women's Hospital
- 9:45 AM Questions & Answers**
- 10:00 AM Overview of the Model for Improvement:  
Application to Communicating Critical Test Results**  
Frank Federico, RPh, Risk Management Foundation
- 10:30 AM Break (return to original tables)**
- 10:45 AM Getting Started with Your Team: Small Tests of Change**  
Overview of Workgroup process; how to apply model  
Lucian Leape - Facilitator  
Doris Hanna - Facilitator  
Frank Federico - Facilitator  
Terri Simmonds - Facilitator
- 11:00 AM Module 1 – Defining critical values/interpretations; sending a clear message:  
What tests require timely and reliable communication?**  
Shortening the list, creating a list from radiology and cardiology, setting time frames for notification; establishing a shared approach/model; deciding where to start
- 11:45 PM Working Lunch in Second Breakout Session**
- 12:15 PM Module 2 – Identifying and reaching a provider who can take action**  
Linking the patient with a provider on admission; identifying who is responsible when that provider is not available; using centralized call systems
- 1:00 PM Module 3 – Closing the loop; building reliable communication systems**  
What is acknowledgement?; using a hospital fail-safe system; improving internal communications; shared policies; tracking systems; supporting the clinicians
- 1:45 PM Break**
- 2:00 PM Facilitated Team Planning Time**
- What are you going to do this week?
  - What are you going to do this month?
  - Change measures
  - Communicating with leadership
- 2:30 PM Report out – Sharing results of workgroup sessions**
- 2:45 PM Wrap Up and Next Steps**  
Submitting progress reports; Timelines, setting deadlines  
Doris Hanna and Paula Griswold  
MA Coalition for the Prevention of Medical Errors

\*agenda subject to change