

Communicating Critical Test Results

A Learning Collaborative on Safe Practice Recommendations

September 13, 2004
8:00 AM — 3:00 PM

8:00 AM Registration and continental breakfast

8:45 AM Welcoming Remarks and Collaborative Status Report

Doris Hanna, RN, CPNP, ScD, MA Coalition for the Prevention of Medical Errors

9:00 AM JCAHO's National Patient Safety Goals for Communicating Critical Test Results

Paul Schyve, MD, Senior Vice President

Joint Commission on Accreditation of Healthcare Organizations

9:30 AM Successful Strategies from Participating Hospitals

Centralized Scheduling and Paging System: Winchester Hospital

Celeste Steele, MS, CPHQ, Director of Quality & Risk Management

Direct-to-MD Communication: Saint Vincent Hospital at Worcester Medical Center

Peter Lindblad, MD, Physician champion for the project

Donna Cox, MT (ASCP), Laboratory Manager

Rick McNeil, Laboratory Supervisor

Kathleen Whyte, RN, Clinical Quality Manager

10:30 AM Lessons from the Learning Collaborative

Doris Hanna, RN, CPNP, ScD, MA Coalition for the Prevention of Medical Errors

David Bates, MD, Brigham and Women's Hospital

Lucian Leape, MD, Harvard School of Public Health

11:15 AM Break

11:30 AM Pitfalls and How to Fix Them

Interactive, roundtable discussions in three breakout rooms focusing on some of the key issues that have emerged as teams have implemented the safe practice recommendations such as:

- **Topic #1** – Making the decision to call the MD directly
- **Topic #2** – Identifying the provider who can take action, strategies for reaching the provider
- **Topic #3** – Building reliable systems: ensuring acknowledgement, activating the “fail safe” system, what does a real time tracking system look like?

12:20-1:00 Lunch

1:00 PM Pitfalls and How to Fix Them (continued)

1:45 PM Collaborating with the American College of Radiology: The Guideline Template

Leonard Lucey, JD, LLM, Legal Counsel and Senior Director

American College of Radiology

David Kushner, MD, Chief, Division of Diagnostic Imaging and Radiology

Children's National Medical Center, Washington, DC

2:40 PM Reflections on the Day

Paul Schyve, MD, Joint Commission on Accreditation of Healthcare Organizations

2:55 PM Closing Remarks and Adjournment

Paula Griswold, Massachusetts Coalition for the Prevention of Medical Errors

Sponsored by:

Massachusetts Coalition for the Prevention of Medical Errors

Massachusetts Hospital Association