

Communicating Critical Test Results

A Learning Collaborative on Safe Practice Recommendations

September 13, 2004

Wyndham Hotel, Westborough, MA

Collaborative Program
Collaborative: **8:30 AM — 3:00 PM**

The Massachusetts Coalition for the Prevention of Medical Errors, together with the Massachusetts Hospital Association, will host the fourth in its series of **Communicating Critical Test Results Learning Collaboratives** on September 13, 2004. The goal of the Collaborative is to reduce the occurrence of adverse events in Massachusetts by having hospitals throughout the state adopt a set of Safe Practice recommendations focusing on Communicating Critical Test Results. 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 September 13th program is to prepare Massachusetts hospital teams engaged in implementing safety practices for Communicating Critical Test Results to spread the safety practices throughout their organizations and sustain their successes on an ongoing basis.

LEARNER OBJECTIVES:

1. Collaborate with peers/colleagues on effective intervention strategies to accelerate improvements in key domains of project
2. Describe methods to build and enhance reliability in hospital systems when communicating critical test results
3. Contribute to development of change package for hospitals when implementing tests to improve performance when communicating critical test results
4. Describe the rationale behind the JCAHO recommendation to include improved communication of critical test results in their patient safety goals for 2005.
5. Describe the key elements of the recommendations of the American College of Radiology about communicating critical test results and identify strategies for integrating these recommendations into the initiative at their institution

PROGRAM FACULTY:

Program faculty includes experienced facilitators from the Institute for Health Care Improvement and 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:

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| Physician | 6. Radiologists |
| Nursing leader | 7. Patient safety/QI representative |
| Staff nurse | 8. Staff education representative |
| Laboratory leader | 9. Other (Administration/Leadership, IT) |
| Cardiologists | 10. Laboratory support |

****NOTE: This program is intended for those already familiar with the basic safety principles for communicating critical test results. A package of advance reading materials is being prepared which should be read by anyone new to the process prior to attending the Collaborative.**