**UNRS 403: Leadership and Management in Professional Practice**

**Project Abstract Template**

**Group Members**

**NPSG Addressed: Goal #2: Improve staff communication.**

When improving staff communication it is important to get test results to the right staff person and to have them reported in a timely manner. This goal applies to all clinical areas that perform diagnostic testing and generate results. Which include anatomical pathology lab, clinical laboratory, ECG lab, ECHO lab, Holter lab, nuclear cardiology, pulmonary lab, imaging, and vascular lab.Critical results of tests and diagnostic procedures fall significantly outside the normal range and may indicate a life-threatening situation. The objective is to provide the responsible licensed caregiver these results within an established time frame so that the patient can be promptly treated.

**Change Initiative:**

In order to initiate change in improving the effectiveness of communication among staff when reporting critical labs and diagnostic results to the right person, three steps are needed which include communication, collaboration, and commitment. This can be done when verifying the complete order or test result by having the person receiving the information write down and "read-back" the complete order or test result back to the person reporting the results. Another way of making sure that the critical labs are given to the responsible licensed caregiver within one hour of availability.

**Draft Goals and Objectives:**

Develop written procedures for managing the critical results of tests and diagnostic procedures that address the following:

1. The definition of critical results of tests and diagnostic procedures
2. By whom and to whom critical results of tests and diagnostic procedures are reported
3. Ways in which critical results are notified and received by the healthcare team such as Alarms, pagers, and calls.
4. The acceptable length of time between the availability and reporting of critical results of tests and diagnostic procedures
5. Implement the procedures for managing the critical results of tests and diagnostic procedures.
6. Evaluate the timeliness of reporting the critical results of tests and diagnostic procedures.

**Change Theory:**

**Discuss the rationale for this project:**

The solution to

“Critical value reporting parameters may be considered an important laboratory outcome measurement because they reflect clinical effectiveness, patient safety, and operational efficiency. For the critical value reporting process to be effective, the organization must understand and address the variables involved in the process.” (Dige, 2006)

The rationale for this project is to maximize the effectiveness of communication within the healthcare field specifically between staff members regarding diagnostic testing. In turn, improving patient safety and decreasing the risk of errors.

References

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