

Strengthening **L**aboratory **M**anagement **T**oward **A**ccreditation

Module 9: Test Result Reporting

Key Message ...

My lab reports test results in a timely manner to promote client satisfaction

Desired Outcome

- **Reporting of accurate test results and findings within established turn-around times**
- **Satisfied clients**

Tasks

- 9.1 - Aggregate and report all test findings for each patient
 - Module 8: Is the Test Report Ready to be Released?
- 9.2 - Ensure test results reach referral sites or test requestors
 - Module 7: Tracking Referral Specimens

Tasks

- 9.3 - Consult with clients regarding specimen quality, test results and findings in a professional manner and ensure each issue is resolved promptly and documented appropriately
- 9.4 - Conduct customer satisfaction survey to identify areas for improvement

The customer comes first
CUSTOMER SERVICE

Guidelines for Quality Assurance

- Focus on the needs of the user
- Focus on processes to increase the productivity of work
- Use data to improve services
- Use teams to improve quality
- Improve communication

Quality Indicators

Equipment Down Time

Stock Outs

Test Statistics

Turn Around Time

External Quality Assessment Results

Specimens Rejected

Customer Satisfaction

Service Interruptions due to Staffing Issues

Technologist Productivity

Activity: Customer Service

Purpose

The laboratory is a service organization and its primary reason for existence is to care for patients. This activity focuses on developing a customer-friendly laboratory.

What will you need?

Job Aid 1: Customer Communication Guidelines

Job Aid 2: Customer Satisfaction Survey

Post-It-Notes

What will you do?

- Determine how you will assess customer satisfaction in your laboratory
- Using post-it notes, attach your suggestions to the flipchart
- Participate in classroom discussion regarding Job Aids 1 & 2



15 minutes

Using the team approach & communication to
better serve the patient

MEET THE CLINICIAN

Guidelines for Quality Assurance

- Focus on the needs of the user
- Focus on processes to increase the productivity of work
- Use data to improve services
- **Use teams to improve quality**
- **Improve communication**

Activity: Meet the Clinician

Purpose

To begin a dialogue between clinicians and laboratorians with the goal of improving service delivery for patients

What will you need?

Worksheet: Questions for Laboratorians

Job Aid: Creating a Clinician Handbook

What will you do?

- Complete Worksheet for OVERNIGHT HOMEWORK
- Present a laboratorian's perspectives and concerns to the clinicians in the discussion
- Brainstorm ideas to improve communication between laboratorians and clinicians
- Discuss the Job Aid



50 minutes

Activity: Workstation Set-up

Purpose

To create and organize an efficient and productive workstation using elements developed from each module.

What will you need?

Laboratory Accreditation
Preparedness Checklist

What will you do?

- Participate in the classroom's discussion
- Integrate key concepts from earlier activities



15 minutes

Activity: What Would You Do?

Purpose

To integrate the module's lessons and apply them to the case scenario.

What will you need?

Handout: Case Study Scenarios

What will you do?

Divide into groups of 4-5

- Select a spokesperson for your group
- Formulate specific action steps to address the scenario from the Handout.
- The group's spokesperson presents the proposed steps during the 2 minute class report.



5 minutes

What Would You Do?

The laboratory scientist called a critical calcium result of 4.20 mmol/L to the nurse. The nurse wrote the verbal result as 2.40 mmol/L (reference value is 2.15 – 2.50 mmol/L) on a slip of paper. After the laboratory's report for this patient was delivered to the nursing unit, the provider noticed the calcium value previously written on a slip of paper did not match the value indicated on the laboratory report. The provider angrily stormed into the laboratory and demanded to know why the result was changed. Upon examination of the report, there was no documentation that a call was made. The nurse told the provider that the laboratory reported the wrong result.

How will you handle this situation?

What Would You Do?

From a customer satisfaction survey, the 2 most common complaints were:

- Why does it take so long to obtain the AFP microscopy report?
- The laboratory is too unreliable! There is never any prior notice when a test cannot be performed or significantly delayed because the instrument is broken.

How will you address these two complaints?

Tasks

- Aggregate and report all test findings for each patient
- Ensure test results reach referral sites or test requestors
- Consult with clients regarding specimen quality, test results and findings in a professional manner and ensure each issue is resolved promptly and documented appropriately
- Conduct customer satisfaction survey to identify areas for improvement