Improving Physician and Patient Satisfaction by Using Real-Time, Interactive Communications in Effective Ways

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Background

- Founded in 1958.
- Among the ten largest laboratories in the United States.
- For-profit laboratory owned by two not-for-profit hospital systems – PH&S and CHI.
- Most comprehensive esoteric test menu in the Northwest.
- Community-focused by working with local hospitals to maintain local testing, reducing lab cost per test and increasing testing acumen.
Real Time Communication of Critical Values, STAT Results, Notification Values and Customized Requests.
Challenges

- Management of Critical Value communication.
- Client/Practice-specific requests are increasing.
- If everything is STAT, nothing is STAT.
- Manual communication processes.
Objectives

• Modernize communication options to better serve clients using technology.
• Heighten patient safety through automated, documented, faster communication.
• Provide tools to staff for managing critical values and client-specific requests.
• Drive cost-savings through operational efficiency.
Software Features

• Password protected, secure access to alerts
• Alerts are accessible only by secure login
• No PHI contained in alert notifications
• Ability to use iPhone, iPad and/or Smartphone to quickly and efficiently acknowledge alert notifications received via SMS text and/or email
• Ability to add comments to the alert upon acknowledgement
• Ability to review open and previously acknowledged alerts
E-Mail Alerts

From: paml@paml.com
Sent: Friday, May 15, 2015 4:07:09 PM (UTC-08:00) Pacific Time (US & Canada)
To: 
Subject: Laboratory Result # 348994 available from PAML

A Laboratory Result from PAML is available at https://www.labnotice.com/mynotify?ID=L2mCtbXRgQlRtgV8aqRUQ%3d%3d&OID=5f7s3OBvs8ticVvE+i5VHA%3d%3d

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SMS Text Alert

paml@paml.com:

8:41PM

no subject / A Laboratory Result from PAML is available at
https://www.labnotice.com/mynotifi

9:35PM
Log In Screen

URL from specific alert notification will contain Username. The password must be entered.
MyNotifi main screen shows number of available alerts. Click to be directed to alert from received notification.
Open Alert Screen

Open Alerts are shown as the default.

Choose + to access alert.
The header contains the patient name and test generating the alert.

Each alert has a unique alert number for documentation.

The lab result is displayed at the bottom with corresponding reference ranges.
When results have been reviewed, users are instructed to select **Acknowledge** and **Send Response**. Once acknowledged, the system will automatically add a time-stamp with the user name and this information will be viewable on the patient report.
LIS Record

Sunquest Laboratory Inquiry

05271977NX  XTESTONLYX,NOTIFI

Collect D/T: 09/30/2015 08:30
Order physician: POSER, SHARON
Requisition #: 1000030

Receive D/T: 09/30/2015 10:41
Order account #: 05271977NX
Order location: PA

Glucose
HH 850 [65-99] mg/dL CB (020487) [01]
Lab Notice [01]
09/30/2015 15:19 - 

Potassium
4.0 [3.5-5.3] mmol/L CB (020487) [01]
Priority 2
Lab Notice [01]
09/30/2015 15:18 - 

Query performed at 10/02/2015 1301
Case Study – Client Description

- Pediatric clinic/3 Providers
- Typical alerts include critical bilirubins/STAT testing
- Office averages 10 STAT/Critical results each week.
- Special Request: Immediate notification of throat culture results.
Comparison of Manual vs. Automated Timeline for Acknowledgment of Results

- Pre-Pilot (Manual) Acknowledgement = 78 mins
- Post-Pilot (Automated) Acknowledgement = 32 mins

59% reduction in acknowledgement time with Automated Alerting
Case Study - Outcomes

• Significant time and cost savings.
• Reduced staff labor internally and for the client.
• Improved client satisfaction.
• Greater ability to customize alerts.

“The program is convenient, easy to read, user-friendly and helps improve patient care.” –Office Manager

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Reflections

• Pilot Obstacles
  – Is it secure?
  – Sounds cool, but I don’t want to be a guinea pig.

• Leaving the comfort zone.
  – We’ve always done it this way...

• Keep it easy!
Where do we go from here?

- Adoption strategies – Internal and External
- Enterprise-wide automation.
- What else can we notify clients of automatically?
Capturing Patient Satisfaction Efficiently and Interactively
Challenges

• Difficulties capturing patient feedback.
• Developing targeted approaches to improving patient satisfaction.
• Driving patient satisfaction.
Happy Or Not Machine

Please rate your experience today.
# Response Rates

<table>
<thead>
<tr>
<th></th>
<th># of Responses</th>
<th>Average Positive Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>June- Aug 2014 Online survey</td>
<td>72</td>
<td>82%</td>
</tr>
<tr>
<td>June- Aug 2015 Happy or Not</td>
<td>10,560</td>
<td>96.3%</td>
</tr>
</tbody>
</table>
All Units Combined – monthly distribution
All Units Combined – hourly distribution
All Units Combined – weekday distribution
Total Results
Results Summed by Category
Reflections

• Are we looking at things clearly and trying to solve the right problem?
• Adding QR Codes
• Addressing the real issues:
  – Electronic Orders
  – Environment/Aesthetics
  – Process Flow
Where do we go from here?

Now that we have the data, we can take action!
Questions?