

Title: Critical Tests and Critical Results	Procedure
Patient Age Group: <input type="checkbox"/> N/A <input checked="" type="checkbox"/> All Ages <input type="checkbox"/> Newborns <input type="checkbox"/> Pediatric <input type="checkbox"/> Adult	

DESCRIPTION/OVERVIEW

To assure critical tests are performed and critical values are reported in a timely manner.

REFERENCES

National Patient Safety Goal (NPSG) 02.03.01. 2009 Hospital Accreditation Standards, The Joint Commission.

AREAS OF RESPONSIBILITY

Identified Critical tests will be performed and results reported to approved recipients by all diagnostic areas, to include but not limited to Laboratory, Radiology, Heart Station, Neurodiagnostic Laboratory, and Vascular Laboratory upon receipt of an order from a Licensed Independent Practitioner (LIP) responsible for acting on the results, as defined by the organization.

PROCEDURE

1. Critical Test List:
 - a. Laboratory: Outpatient Troponin, Hantavirus and Plague.
 - b. Heart Station: Echo prior to Kidney Transplant.
 - c. All critical tests will be completed immediately based on discovery time.
 - d. From the time the result is received on the unit until the ordering LIP is notified is no more than 15 minutes.
 - e. All critical test results will be read back and documented.
2. Critical Results:
 - a. All critical results will be reported immediately based on discovery time.
 - b. All critical results will be read back and documented in either the Electronic Medical Record (EMR) ad hoc Critical Value Notification Form or the UH-RRL Immediate Action Results Form.
3. Laboratory:
 - a. From the time the order is entered into (EMR), by the unit staff, to the time the critical result is called to the unit is no more than *one hour and thirty minutes*. Exceptions are with Hantavirus and Plague. For Hantavirus, the results should be reported within 24 hours. For Plague, as a send out test, the results should be reported within 3 days.
 - b. Laboratory personnel will call the nurse, medical assistant, technician, or health unit clerk with any University Hospital Rapid Response Laboratory (UH-RRL) stating “this is a critical result requiring immediate action” as defined by the laboratory on their UH-RRL Immediate Action Results Form. (see Attachments for forms location)
 - c. Inpatient/Ambulatory Regular Hours:
 - Immediate Action Results will be documented on the UH-RRL Immediate Action Results Form or the EMR ad hoc Critical Value Notification Form by a nurse, medical assistant, technician, or health unit clerk and read back to the caller. The

original form or Critical Value Log Sheet will be sent to Quality Outcomes for auditing purposes.

- If a nurse is not available to verbally receive the result over the phone, the medical assistant, technician, or health unit clerk will record the result as above and immediately hand the Immediate Action Results Form or a printed EMR ad hoc Critical Value Notification Form to the assigned nurse or the nurse next in charge (e.g., unit charge nurse, unit director).
- The nurse receiving the critical result will notify the ordering LIP or other LIP responsible for acting on the results, *within 15 minutes* of the result being received on the nursing unit and complete the UH-RRL Immediate Action Results Form.

d. Ambulatory After Regular Hours:

- Laboratory personnel will contact the on-call Attending Physician for ordering service using the unit-based call list.
- Laboratory personnel will provide the following information:
 - Ambulatory site.
 - Ordering provider.
 - Patient name.
 - Patient medical record number or birth date.
 - Patient Phone number.
 - Critical result(s).
- Lab personnel will document in Sunquest, the name of the on-call Service LIP to whom the results were given, thus recording the date and time.

4. Heart Station:

- a. Heart Station personnel will report the critical results in Cerner *immediately* upon completion of the test.
- b. Critical ECG, Event Recorder, Stress Testing and Holter Monitor results will be reported as follows:
 - Inpatients: results will be reported to the patient's nurse or the ordering LIP.
 - Ambulatory patients:
 - For ECG procedures and Echocardiogram and Stress Testing, patients will not be allowed to leave the testing area.
 - For Holter Monitor and Event Recorder results, the patient's phone number will be provided when reporting the result.
 - Heart station personnel will immediately notify the Graphics Fellow or Attending Physician of the test results.
 - If the Graphics Fellow or Attending Physician is unavailable, Heart Station personnel will report critical results to the Heart Station Medical Director and/or the referring LIP.
 - Whenever critical results are reported over the telephone, a read-back will be requested.

5. Radiology:

- a. The reading Radiologist will report any critical test results to the ordering LIP *immediately* upon reading and interpreting the result.
- b. The radiologist will document that he/she reported the critical result by stating to whom the critical result was reported, and the date and time of the report.

6. Vascular Laboratory:

- a. Vascular Laboratory personnel will report critical results (inpatient or ambulatory) *immediately* upon completion of the test.

- The patient will not be allowed to leave the testing area.
 - Vascular Lab personnel will *immediately* notify the Medical Director, of the Vascular Lab, or Vascular Surgical Attending on call, upon completion of the exam.
 - The critical results should be described as preliminary until final interpretation.
 - Notification with a verbal report will be documented on the patient worksheet, noting the date, time, and name of the physician contacted.
7. Neurodiagnostic Laboratory:
- a. Regular hours: Results of both critical tests and critical results are reported *immediately* by the reading / interpreting LIP to the ordering LIP.
 - b. After hours: The reading / interpreting LIP immediately contacts the ordering LIP, or on-call LIP, via the PALS line.
 - c. Critical results are documented in the dictation with date, time, and name of LIP contacted.
8. Emergency Department:
- Critical results are reported immediately to a dedicated phone extension in the ED, where it is then triaged using FirstNet to the provider. If the provider is not available the call is then forwarded to a charge nurse who documents the result in a Powerchart ad hoc form.

DEFINITIONS

- Critical test is defined as a test that the Licensed Independent Practitioner (LIP) would want to know the result regardless of result or value.
- Critical result is a test result that suggests a serious medical condition that may require immediate attention for the patient. A critical result can come from a non-critical test.
- Licensed Independent Practitioner (LIP) is defined as a clinician licensed both by the State to practice independently and by the Medical Staff Bylaws. At UNMHSC the LIP is a physician, Physician’s Assistant, advanced practice nurse, PhD psychologist, social worker or counselor.
- Discovery Time is defined as soon as the test order is received or the test result is available.
- Timeliness:
 - Time between order critical test and reporting these results whether normal or abnormal values or findings is one hour and thirty minutes or sooner.
 - Time for reporting the results of routine tests with critical abnormal values or findings is immediately after discovery time.
 - Time between the availability of critical tests and critical result/value and receipt of by the LIP is 15 minutes or sooner for inpatient and 30 minutes for outpatient.

SUMMARY OF CHANGES

Replaces “GPC Critical Tests and Critical Results”, 11/2006.

RESOURCES/TRAINING

Resource/Dept	Internet/Link
Clinical Education	Lorena Beeman, Director

DOCUMENT APPROVAL & TRACKING

Item	Contact	Date	Approval
Owner	Administrator, Professional and Support Services		
Consultant(s)	Robert Katz, MD, Vice President of Clinical Affairs David Pitcher, MD, Ass. Dean for Clinical Affairs Ann Marie Stein, RD, MBA, Director Quality Outcomes		

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2nd Approver	Erin Doles, Administrator, Professional & Support Services	
Signature		Date: 4/16/2009
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ATTACHMENTS

Located UNMH intranet Forms site:

- “UH-RRL Immediate Action Results” form
- “Critical Value Log Sheet” form
- “Critical Lab Results & Norms List” form

Located on the Hospital Home Page:

- The After Hours Ambulatory PALS Attending Physicians AMION