Communicating Diagnostic Test Results: A Family Medicine Residency Clinic QI Project

Jasmine Wiley MD, Annie Lovell MD, Liz Quiroz MD, Javier Leiva, Konrad DeGrandville MD, Wilhelm Lehmann MD
Aurora Family Medicine Residency, Milwaukee, Wisconsin

**Purpose**
Great variance existed between how test results were being communicated to patients in our residency clinics, decreasing patient satisfaction and posing a threat to patient safety. The purpose of this quality improvement study was to create a standard work flow for communicating both critical and normal test results to patients that will be used across our residency clinics by both residents and faculty, utilize our support staff to the top of licensing, and improve patient satisfaction, patient safety, and prevent clinical inertia.

**The Problem**
- There is no clear set goal/target to communicate normal/abnormal test results to patient and no standard practice between providers
  - Each provider has different practice for communicating results
  - Resident's access varies (in-clinic vs. away months)
  - RNs and MA's not always working to top of license

**Goals**
- Maintain continuity for patients and to match the Aurora Policy on Test Results
- CG CAHPS (Clinician and Group Consumer Assessment of Healthcare Providers and Systems) Scores: improve & sustain above 85%
- 100% Test communication: abnormal within 2 business days, normal within 4 business days

**Results: “Current” Conditions**
- Mean time for provider to review test results after the tests were resulted was 1.3 days
- Mean time from provider review to contact with a patient regarding their test results was 2.8 days
- Mean time from tests being resulted to communication with the patient was 6.58 days

**Countermeasures**

**Follow Up and Next Steps**
- CG CAHPS for test results and test results inspections will be emailed to team monthly
- Next two resident-fa acuity meetings will include an open forum agenda item to facilitate the transition and request feedback
- Resident's end of year survey to include a question(s) to gauge the perceived effect of the project amongst residents
- Continual improvement of standard work to communicate test results

**Aurora Family Medicine**
- Located in Milwaukee, Wisconsin, serving an urban underserved population; multiple special interest tracts
- 10 residents per year, 3 residency clinics, MD and DO dual accreditation
- Want to know more?
  - Contact us: fp.residency@aurora.org
  - Follow us on Twitter: @AuroraGME