

Conference abstract

Critical Lab Notifications: A Quality Improvement Initiative

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INTRODUCTION

The purpose of this quality improvement (QI) initiative is to streamline the process of notification of critical lab values to allow for more efficient management of critically ill patients in the surgical ICU. This is to be accomplished by implementing a new notification system based on the Epic in-built Haiku messaging system

METHODS

A baseline survey of the surgical residents in the SICU was obtained to get qualitative data on the perceived efficacy and ease of use for the phone call notification system. Following this baseline, a new notification system utilizing Epic Haiku secure chat was designed with laboratory personnel and introduced to the residents. After 3 months of use, a post-implementation survey was conducted to obtain qualitative data of the Hakiu messaging system compared to the phone call notification system

RESULTS

In the baseline survey, 100% of respondents reported that the phone call system was disruptive to workflow. 90% of respondents also reported that it was inefficient to neutral. Following the implementation of the new system, 100% of respondents reported the system to be efficient as well as non-disruptive of the workflow. All respondents reported the Haiku system improves communication and prompt patient care as well as greater physician satisfaction with the process.

CONCLUSIONS

Utilizing Epic's inbuilt Haiku secure messaging chat is a viable and effective method to communicate critical lab results allowing for rapid treatment of the critically ill patient while minimizing disruption of efficient clinical workflow.

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