



# SPOK<sup>®</sup> CRITICAL TEST RESULTS MANAGEMENT

Fast Delivery of Patients' Lab and  
Radiology Test Results



# IMPROVING PATIENT SAFETY WITH CRITICAL TEST RESULTS MANAGEMENT (CTRM)

➤ "Annual medical malpractice payouts for communication breakdowns, including failing to share test results, more than quadrupled nationally between 1991 and 2010, to \$91 million.

Source: Journal of the American College of Radiology, Volume 8, Issue 11, Pages 776-779, November 2011

The Joint Commission and other healthcare authorities have identified that failures and delays in the communication of critical test results are a major problem for patient safety. Inefficient handling of critical test results also contributes to higher costs of care for compromised patients as well as increased risk of litigation and higher expenditures for regulatory compliance.

Many institutions currently use a manual procedure to communicate and log CTRM process steps. Automating this process with Spok® Critical Test Results Management can significantly reduce costs and save valuable time while improving patient care and reducing litigation costs. This unique product securely and rapidly transfers information to the right caregivers when time is critical to patient care.

The Spok solution can send messages from the lab and radiology by means of encrypted smartphone communications, two-way paging, secure email, secure text, images, annotations, and voice to a variety of endpoints such as workstations, laptops, tablets, smartphones, pagers, and other wireless devices.

## SPOK CTRM

### INDUSTRY LEADER

- Increases patient safety and satisfaction
- Helps speed treatment plan and discharge for patients with both normal and critical test results, decreasing length of stay
- Enables Joint Commission compliance, particularly with National Patient Safety Goal #2
- Helps labs achieve College of American Pathologist (CAP) accreditation
- Improves caregiver, radiology, and lab productivity
- Guards against malpractice lawsuits

### INTEGRATION WITH LEADING TECHNOLOGY SYSTEMS

- Picture Archiving and Communications System (PACS)
- Radiology Information System (RIS)
- Electronic Health Records (EHR) / Health Level 7 (HL7)
- Emergency Department Information System (EDIS)
- Cardiovascular Information System (CVIS)
- Laboratory Information System (LIS)
- Hospital Information System (HIS)
- Speech Recognition
- Secure Smartphone Communications
- Clinical Information System (CIS)

### KEY FEATURES

- Audit trail of messages promotes accountability
- Encrypted messaging through the Spok Mobile® smartphone communications solution
- Message receipt confirmations meet Joint Commission requirements
- FDA 510(k) cleared as a class II medical device
- Utilizes popular communication devices, such as smartphones, tablets, and more
- Offers multiple acuity levels of alerts based on hospital preferences
- Transmits messages containing critical results, voice clips, and images
- Enables incidental findings to be noted and communicated

# HOW CTRM WORKS:

## FOR RADIOLOGY RESULTS



An ED patient has a CT scan, which is sent to radiology.



The radiologist reads the scan and notices acute cerebral bleeding.



The radiologist enters the exam results into the RIS/PACS viewer, which sends an HL7 message to the CTRM system, which notifies the proper ordering physician. The system updates the patient's EHR with a flag.



The ED physician is able to treat the patient quickly and effectively.

## FOR LAB RESULTS



A different patient in the ED has a blood sample drawn, which is sent to the lab.



The sample reveals abnormal results. After analysis, the confirmed results indicate a life-threatening condition.



The results are entered into the LIS, which sends an HL7 message to the CTRM system if the readings are out of range. A critical alert is sent to the ordering physician and the patient's EHR is automatically flagged.



The ED physician is able to begin treatment immediately.

## CLOSED-LOOP COMMUNICATIONS FOR JOINT COMMISSION AND LAB CAP ACCREDITATION

Spok Critical Test Results Management includes automatic message delivery confirmation, an event log and audit trail, and is compatible with existing hospital technology systems. It includes a closed-loop communication feature that allows the receiving caregiver to confirm that he/she has received and understood the critical alert. There is also a configurable escalation feature that alerts others when the initial caregiver doesn't react to a critical alert in a timely manner.

These features help labs achieve accreditation from the College of American Pathologists (CAP). They also help hospitals comply with and provide documentation in support of the Joint Commission's National Patient Safety Goal #2, to "report critical results of tests and diagnostic procedures on a timely basis."

## HELPS SPEED DISCHARGE OF PATIENTS

In addition to improving the process of communicating abnormal test results, the Spok Critical Test Results Management system also delivers normal results quickly to physicians. This reduces lengthy wait times and distress for patients and enables the hospital to free beds more quickly where appropriate.

## DELIVER RESULTS TO THE RIGHT PHYSICIAN

Because Spok technology is built for the entire healthcare organization, our many integrations and data sources help ensure that the appropriate people receive the messages they need day or night. This means critical results can be delivered to the right on-call physician who can then begin treatment for the patient.



Results are critical - physician must be notified



Spok can deliver results to the right physician based on the on-call schedule

## INTEGRATING WITH THE SPOK SUITE OF COMMUNICATION WORKFLOW SOLUTIONS

Spok Critical Test Results Management integrates with Spok Mobile for encrypted smartphone communications. This supports secure, traceable communications and message delivery confirmations. Spok Critical Test Results Management integrates with the Spok directory and on-call scheduling solutions. This provides a centralized view of this critical information and eliminates data duplication.

## THE OPTIONAL SPOK EMERGENCY DEPARTMENT DISCREPANCY MODULE

Emergency Department physicians may read image studies in the ED to speed patient care. When a radiologist finds a discrepancy in interpretation, it is critical to alert the ED physician quickly. The Spok ED Discrepancy Module automates this process to speed discrepancy alerts to the ED for prompt attention.

## THE IMPORTANCE OF RAISING AND TRACKING PATIENT SATISFACTION

Patients often have several options of physicians and facilities when they seek treatment. Patient satisfaction is critical to both word of mouth referrals and maintaining insurance reimbursements. With payment models moving away from hospitals simply being paid for services rendered and toward payment for quality performance, hospital revenues are at risk of going down if top-notch care is not delivered every time. It's critical for your hospital to identify opportunities for improved workflows to enable safety and effective communications while lowering costs.



## ABOUT SPOK, INC.

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), headquartered in Springfield, Va., is proud to be the global leader in healthcare communications. We deliver clinical information to care teams when and where it matters most to improve patient outcomes. Top hospitals rely on the Spok Care Connect® platform to enhance workflows for clinicians, support administrative compliance, and provide a better experience for patients. Our customers send over 100 million messages each month through their Spok® solutions. When seconds count, count on Spok.

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