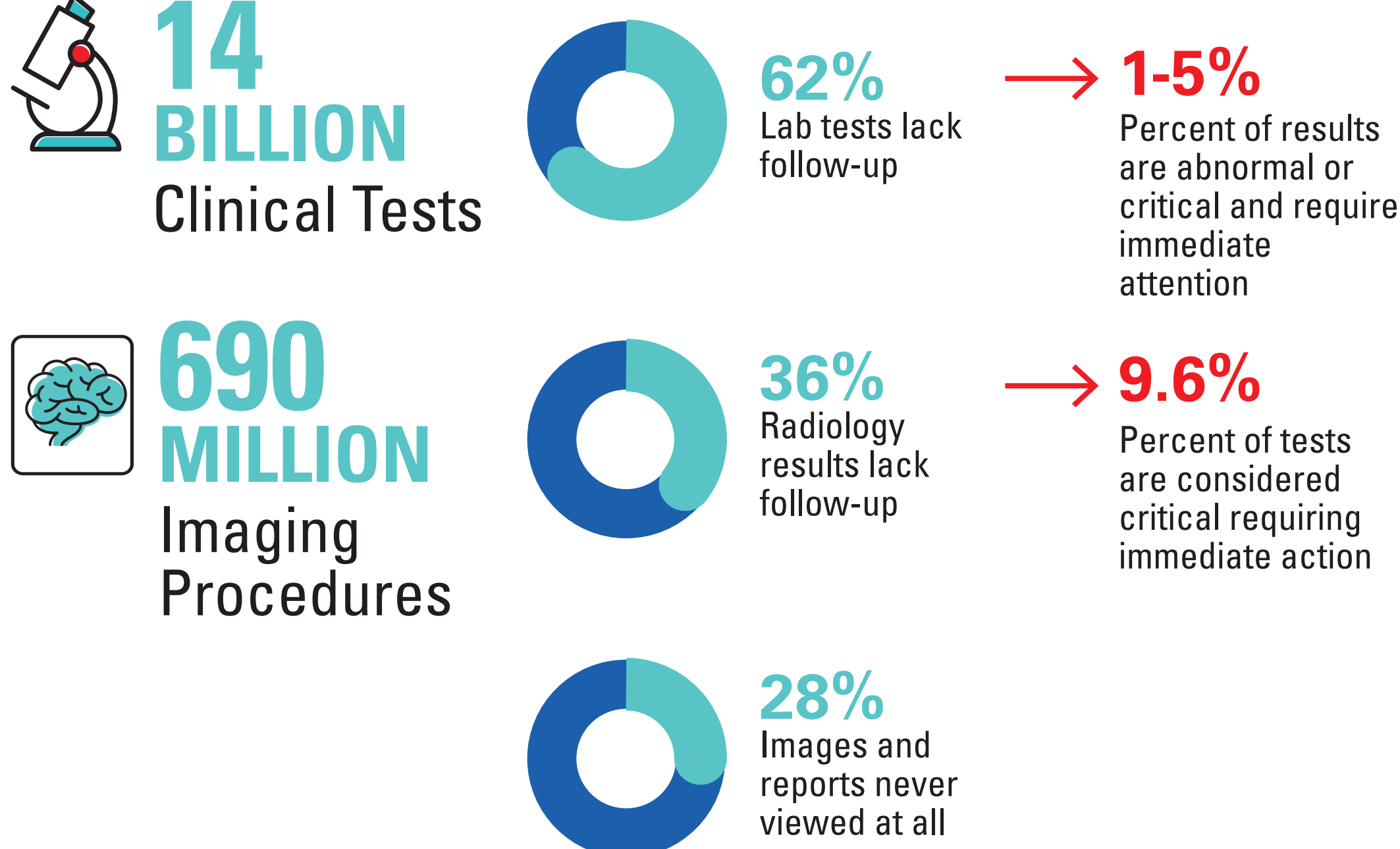


Two challenges with critical test result notifications

Manual processes for critical result notifications often cause delays and inefficiencies in hospitals, leading to slower response times, missed notifications, and compromised patient outcomes. Without an effective workflow to ensure timely delivery to the right providers, diagnostic errors and patient safety risks increase.

Risks to patient outcomes



Costs associated with poorly handled critical test result communication

In addition to the risk to patient outcomes, the costs to organizations can be significant. In a 300-bed hospital the impact of inefficient result handling on laboratorian time could be substantial. Every minute saved in the process can lead to significant cost savings.

Example ROI for a 300-bed hospital:

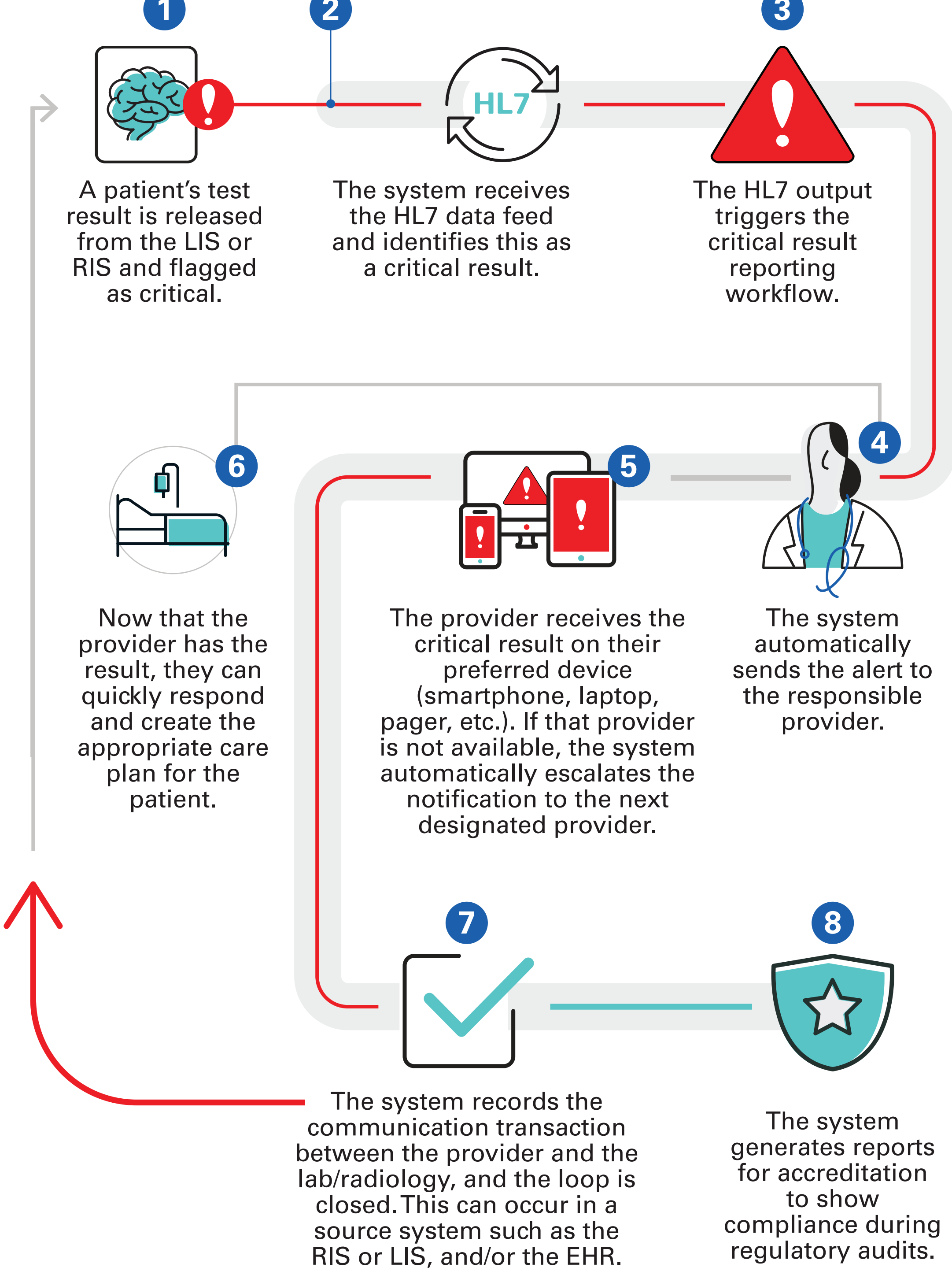
Median Cost/Hour of Laboratorian Time	\$29.22
Critical Test/Day (throughout a 300-bed hospital)	75/day 27,375/year
Minutes Spent/Results (for inpatients)	6
Total Laboratorian Hours/Year Spent on Result Communication	2,783
Total Cost/Year*	\$81,320

The annual cost of laboratorian time spent on test results

* This estimate does not reflect related variables that would likely increase the total cost per year including the time it requires for nurses or other staff to receive and confirm receipt of critical test results. It also doesn't encompass the cost, both financially and to patient care, of abandoned telephone calls, which research shows is approximately 5% of critical test calls.

The solution

Implementing closed-loop reporting and real-time alerts allows healthcare teams to respond faster to critical situations, improving patient safety and care efficiency.



At Spok, we streamline hospital communication by directing critical alerts, like test results, to the right clinicians and integrating with monitoring systems. Our solutions work seamlessly with your EHR, delivering actionable notifications directly to devices and eliminating the need for staff to constantly check their inboxes. The results: enhanced response times, improved caregiver connections, and better patient outcomes.

Download the full eBook at resources.spok.com/critical-test-results-workflow

If you have questions about the data or want to learn more, email inforequest@spok.com

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