

#### **Cut Critical Lab Notification Time** to Under Minutes

If a patient presents with chest pain, the physician will order a test to help diagnose the cause. Timely communication of critical laboratory results is an essential step that must occur before the physician can begin treatment. However, the notification process can delay delivery of critical lab results due to inefficient communication and difficulty finding the right physician responsible for the patient. Delays can negatively affect patient outcomes and lead to an increase in ICU length of stay.1

Automating critical lab results from EHRs and Lab Information Systems (LIS) can reduce notification time to under 10 minutes by intelligently routing results to the appropriate care team members. Learn how TigerConnect can help speed up critical lab notifications notifications and drive faster clinical decisions.

#### A TYPICAL HOSPITAL WORKFLOW

#### THE TIGERCONNECT WORKFLOW

Labs Processed



#### LABS RESULTED

# Provider and nurse are made

aware of lab result completion through a notification in EHR. This step may be delayed if lab and provider decide to re-run labs, per organization policy.

CRITICAL LAB RESULTS

COMMUNICATED

nursing unit.

Lab tech calls





transfers the call to nurse.

Unit clerk answers and



have been

Nurse writes down critical lab results

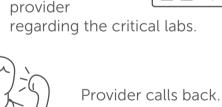




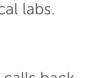
communicated to nurse. **PROVIDER** 

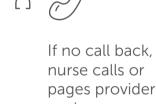
### Nurse references

NOTIFICATION



the phone list to call or page









lab results and documents notification. **CLINICAL DECISION** 

Nurse notifies

provider of critical



#### Clinical decision made based on lab results.



A TYPICAL HOSPITAL

Provider and nurse are made

**LABS RESU** 

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### COMMUNICATED

**CRITICAL LAB RESULTS** 

the EHR or Lab Middleware automatically triggers a group message with lab tech, nurse, and provider assigned to patient.

Critical labs resulted within



## **NOTIFICATION**

**PROVIDER** 



have been

message. Team communicates about next steps. Lab tech documents in the LIS that critical labs

Nurse and provider review

provider. **CLINICAL DECISION** 

acknowledged by the





results.



Delay in critical lab

notification ensues

communication,

due to inefficient

potentially

resulting in a poor patient outcome.

WORKFLOW

**Minutes** 12 Steps

VS.

**Minutes** 6 Steps

THE TIGERCONNECT

WORKFLOW

Geisinger Health integrated TigerConnect with the health system's LIS, enabling near real-time notification of critical lab results to the right provider. Replacing their manual call back process with an automated workflow reduced the average notification time to 3 minutes.

To learn more about how TigerConnect can reduce critical lab notification time, download the Geisinger Health case study.

Read Case Study >

Disclaimer: Results are based on select client implementations. Actual results may vary. Safe Patient Outcomes Occur with Timely, Standardized Communication of Critical Values. (2009). Pennsylvania Patient Safety Advisory,