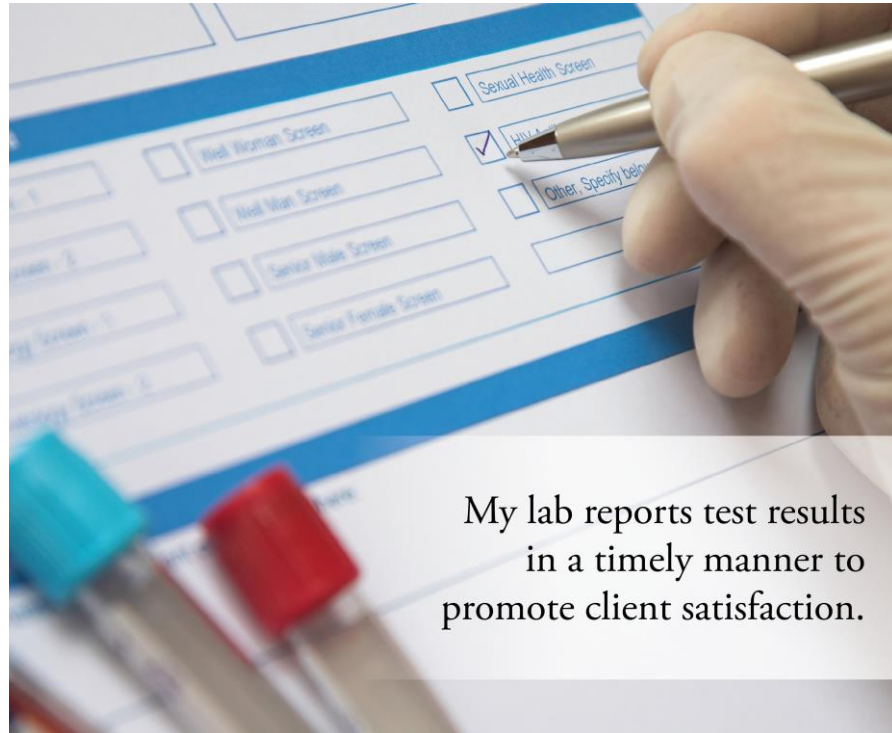


MODULE 9

Test Result Reporting



My lab reports test results
in a timely manner to
promote client satisfaction.

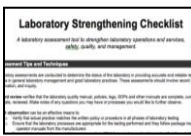
SLMTA Participant's Manual

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NOTE: Print this document single-sided and in color if possible.

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ACTIVITY SUMMARY SHEET

ACTIVITY	Customer Service	Module 9
PURPOSE: The laboratory is a service organization and its primary reason for existence is to care for patients. In this activity, following sensitization to the patient's perspective, participants are provided tools for developing a customer friendly laboratory.		
This activity supports the following laboratory management tasks and accreditation preparedness checklist items		
Management Tasks 	1.12 Develop and implement lab improvement plans based on best practices and feedback from staff, patients, customers, quality indicators, and external assessment 9.3 Consult with clients regarding specimen quality, test results and findings in a professional manner and ensure each issue is resolved promptly and documented appropriately 9.4 Conduct customer satisfaction survey to identify areas for improvement	
Checklist Items 	1.4 <u>Laboratory Policies and Standard Operating Procedures</u> Are policies and standard operating procedures (SOPs) for laboratory functions current, available and approved by authorized personnel? (Communication, Advisory Services, Resolution of Complaints, Continual Improvement) 2.4 <u>Quality Management System Improvement Measures</u> Does the laboratory identify and undertake quality improvement projects? 4.1 <u>Advice and Training by Qualified Staff</u> Do staff members with appropriate professional qualifications provide clients with advice and/or training regarding required types of samples, choice of examinations, repeat frequency, and interpretation of results? 4.2 <u>Laboratory Handbook for Clients</u> Is there a laboratory handbook for laboratory users that includes information on services offered, quality assurance, laboratory operations, sample collection, transport and agreed turnaround times? 4.3 <u>Communication Policy on Delays in Service</u> Is timely, documented notification provided to customers when the laboratory experiences delays or interruptions in testing (due to equipment failure, stock outs, staff levels, etc.) or finds it necessary to change examination procedures? 4.4 <u>Evaluation Tool and Follow up</u> Is there a tool for regularly evaluating client satisfaction and is the feedback received effectively utilized to improve services? 11.2 Are quality indicators (TAT, rejected specimens, stock outs, etc.) selected, tracked, and reviewed regularly to monitor laboratory performance and identify potential quality improvement activities? 11.3 Are the outcomes of internal and external audits, PT, customer feedback and all other information derived from the tracking of quality indicators used to improve lab performance?	

**KEY MESSAGES**

- Patient care is why laboratories exist. Laboratorians must strive to ensure the quality of services.
- The extent to which customer expectations are met or not must be determined by querying.
- Customer satisfaction data will be critical to improve laboratory service.

Can you:

- Perceive the patient's point of view?
- Use the tools provided to assess customer satisfaction?
- Use the tools provided to improve customer service?

**SELF-ASSESSMENT**

For this activity, you will need:

- ☐ [Job Aid 1: Customer Communication Guidelines \(901\)](#)
- ☐ [Job Aid 2: Customer Satisfaction Survey \(902\)](#)

Customer Communication Guidelines⁹⁰¹

PURPOSE To standardize laboratory communications in order to provide excellent customer service to all customers

SCOPE Applies to all staff members in the laboratory and all communications with external customers (physicians, residents, nurses, patients, visitors)

Situation	How to respond
Standard greeting for all customers	“Good morning/afternoon, how may I help you?” “Hello Dr. _____, how may I help you?”
Standard greeting to patient with explanation of phlebotomy procedure	For outpatients: “Good morning (afternoon) Mr. or Mrs. _____. My name is _____. I need to draw some blood from you for the lab tests your doctor had ordered. I will try to be as painless as possible. If at anytime during the procedure, you feel pain or discomfort, please let me know.” For inpatients: Knock first before entering any patient room. Respect patient privacy. If a patient is busy or has guests, greet them as above and ask “May I draw your blood now?” If the answer is no, ask the patient “When may I return to draw your blood?”
Patient asks, “What tests are being ordered? Why is my doctor ordering these tests?”	Answer: “There are a variety of reasons for a doctor to order any laboratory test. Your doctor can explain exactly why he/she is ordering tests on you.”
Patient complains about a long wait or poor customer service	Let the patient vent first then listen carefully to the problem. Offer a sincere blameless apology like “I am sorry you had that experience. What can I do to help you?” If follow-up is required, state: “I will speak with the appropriate parties and we will get back to you. Thank you for bringing this to our attention.” (Make no inference that someone failed to do their job or should have done it differently.)
You miss the vein or fail to obtain blood	Explain to the patient, “I had some difficulty in obtaining your blood. I will need to make a second attempt to draw it. Please bear with me as I try again.” (No excuses or comments on veins are difficult, rolling veins, etc.)
Patient states doctor did not order these tests	Answer: “I will recheck your order with the doctor/nurse.” (Confirm with nurse the orders on the patient.) On return, advise the patient “I have verified your orders with the doctor/nurse and I do need to draw blood based on your doctor orders.”

Situation	How to respond
Physician calls to complain about delay in testing For example, "Where are the results? I ordered them yesterday and they are still not available! This lab service is awful!"	Answer: "I am sorry you had that experience/ for the delay. I will locate your results right away. May I place you on hold?" If results are not in the files, state that you are having difficulty locating the results and will investigate and get right back to the physician. Ask for the call-back number. If results are available, provide results and ask the physician to read them back.
Physician complains about results not on the chart For example, "I ordered a CD4 count yesterday. The results are not on the chart. When will the results be ready?"	Answer: "I am sorry for the delay. I am working on it and it will be ready in _____ minutes (give a good time estimate). If instrument problem exists, call the physician back and explain the reason for the delay and what you will do to obtain results.

Avoid the following statements in all communications with customers:

- There is nothing I can do about it.
- I am too busy.
- Nursing did not order the test; it is not the lab's fault.
- I don't know.
- I will get to it later.
- No, I cannot help you.
- It is not my job.
- Why didn't you look it up in the patient chart?
- I will draw the patient when I get to it.

Administration: Verification and Approvals

Prepared by: _____

Distribution: Standard Operating Policy and Procedures Manual / All laboratory sections

Date Adopted: _____ DATE REVISED: _____

Department Approval: _____

Review History: _____

Customer Satisfaction Survey⁹⁰²

	Excellent (5 points)	Good (4 points)	Average (3 points)	Fair (2 points)	Poor (1 point)
Staff was available in a timely manner.					
Staff was friendly and cheerful throughout.					
Staff greeted you and offered to help you.					
Staff answered your questions.					
Staff showed knowledge of the laboratory/services.					
Staff offered pertinent advice.					
Staff was courteous throughout.					
Overall, how would you rate our customer service?					

Opened Ended Questions

What did you like best about our customer service?

Is there a staff person you would like to commend?

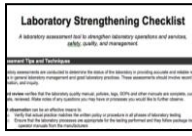
Name:

Reason:

How could we improve our customer service?

Thank you for taking the time to complete our customer service survey.

ACTIVITY SUMMARY SHEET

ACTIVITY	Meet the Clinician	Module 9
PURPOSE: Clinicians and laboratorians must work as a team to provide quality patient care. In this activity clinicians and laboratory personnel meet and share viewpoints with the goal of improving delivery of quality service to the patients.		
This activity supports the following laboratory management tasks and accreditation preparedness checklist items		
Management Tasks 	1.12 Develop and implement lab improvement plans based on best practices and feedback from staff, patients, customers, quality indicators, and external assessment 9.3 Consult with clients regarding specimen quality, test results and findings in a professional manner and ensure each issue is resolved promptly and documented appropriately 9.4 Conduct customer satisfaction survey to identify areas for improvement	
Checklist Items 	1.1 <u>Laboratory Quality Manual</u> Is there a current laboratory quality manual, composed of the quality management system's policies and procedures, and has the manual content been communicated to and understood and implemented by all staff? 1.4 <u>Laboratory Policies and Standard Operating Procedures</u> Are policies and standard operating procedures (SOPs) for laboratory functions current, available and approved by authorized personnel? (Resolution of Complaints, Pre-examination Procedures(Handbook), Specimen Storage and Retention) 2.3 <u>Annual Review of Quality Management Systems</u> Does the laboratory management annually perform a review of all quality systems at a management review meeting? 2.4 <u>Quality Management System Improvement Measures</u> Does the laboratory identify and undertake quality improvement projects? 4.1 <u>Advice and Training by Qualified Staff</u> Do staff members with appropriate professional qualifications provide clients with advice and/or training regarding required types of samples, choice of examinations, repeat frequency, and interpretation of results? 4.2 <u>Laboratory Handbook for Clients</u> Is there a laboratory handbook for laboratory users that includes information on services offered, quality assurance, laboratory operations, sample collection, transport and agreed turnaround times? 4.3 <u>Communication Policy on Delays in Service</u> Is timely, documented notification provided to customers when the laboratory experiences delays or interruptions in testing (due to equipment failure, stock outs, staff levels, etc.) or finds it necessary to change examination procedures? 4.4 <u>Evaluation Tool and Follow up</u> Is there a tool for regularly evaluating client satisfaction and is the feedback received effectively utilized to improve services? 8.1 Are guidelines for patient identification, specimen collection (including client safety), labeling, and transport readily available to persons responsible for primary sample collection? 8.2 Are adequate sample receiving procedures in place? 11.2 Are quality indicators (TAT, rejected specimens, stock outs, etc.) selected, tracked, and reviewed regularly to monitor laboratory performance and identify potential quality improvement activities?	

**KEY MESSAGES**

- Communication is the first step in building an effective patient care team.
- Both clinicians and laboratorians desire to provide excellent patient care.
- All members of the patient care team have specific requirements which must be met in order to provide the best patient care.

Can you:

- Describe the concerns and requirements of other members on the patient care team?
- Appreciate the importance of ongoing teambuilding and communications between clinicians and laboratorians?
- Explain the benefits of a written Clinician Handbook?

**SELF-ASSESSMENT**

For this activity, you will need:

- ☐ [Job Aid: Creating a Clinician Handbook \(903\)](#)
- ☐ [Worksheet: Questions for Laboratorians \(904\)](#)

Creating A Clinician Handbook⁹⁰³

The clinician handbook is an excellent form of communication from the laboratory to clinicians. The handbook provides a written repository of laboratory policies that affect clinicians. The following is a sample table of contents to guide the laboratory administration in producing such a document for its own use.

Table of Contents

- I. Laboratory Quality Assurance
- II. Operating Hours and Turn-Around-Times
 - Where do I send my samples?
- III. Daily cut-off times when the Laboratory stops doing tests
- IV. Preparing Laboratory Samples
 - 1. General Requirements for Laboratory Tests
 - 2. Specific Requirements for Venous Blood Collection
 - 3. Specific Requirements for Pediatric Dried Blood Spot (DBS) collection
 - 4. Specific Requirements for Adult Dried Blood Spot (DBS) collection
 - 5. Specific Requirements for Urine Collection
 - 6. Semen Analysis
 - 7. Blood Culture
 - 8. Sputum Collection
 - 9. Specific Requirements for Cytology Collection & Transportation
 - 10. Specific Requirements for Histology Collection
 - 11. Specimen Requirements for CSF, surgical wound, stool, and urine culture collection
- V. Conditions for Sample Rejection
 - 1. Blood
 - 2. Cytology
 - 3. Urine
 - 4. Stool
 - 5. Sputum
- VI. Getting Back Results
 - Where do I collect my results?
- Appendix A: Contact Information

Questions for Laboratorians⁹⁰⁴

1. In your viewpoint, what actions does the clinician perform that enhance the patient care provided by the laboratory?
2. Give one or two examples of situations where the clinicians' actions directly affected laboratory results.
3. Share an experience when the actions of the physician resulted in the provision of excellent patient care. Focus on the benefits to the patient.
4. Share an experience when the actions of the physician did not result in provision of excellent patient care. Focus on how the patient was affected.
5. Give three to five suggestions to the clinicians as to what are important actions on their part that lead to reliable & accurate laboratory test results.