Great variance existed between how test results were being communicated to patients in our residency clinics, decreasing patient satisfaction and posing a threat to patient safety. The purpose of this quality improvement study was to create a standard workflow for communicating both critical and normal test results to patients that will be used across all residency clinics by both residents and faculty, utilize our support staff to the top of licensing, and improve patient satisfaction, patient safety, and prevent clinical inertia.

### Countermeasures

- **Communication with EMR and PA system**
  - Residents to send and update information to EMR.
  - Use the "Health Board" to track/pull information.

- **Clinical lead to develop standard work**
  - Implementing mentorship program.
  - Using technology platforms.

### Follow Up and Next Steps

- CG CAHPS for test results and test results inspections will be emailed to team monthly.
- Next two resident-fa acuity meetings will include an open forum agenda item to facilitate the transition and request feedback.
- Resident's end of year survey to include a question(s) to gauge the perceived effect of the project amongst residents.
- Continual improvement of standard work to communicate test results.

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**Results: “Current” Conditions**

- Mean time for provider to review test results after the tests were resulted was 1.3 days
- Mean time from provider review to contact with a patient regarding their test results was 2.8 days
- Mean time from tests being resulted to communication with the patient was 6.58 days

**Implementation**

An implementation plan was devised to list all of the tasks needed for change and to keep the team accountable to a timeline. Implementation plan included:

- Creating standard work for residents, attending group, and Caregivers (**completed**)
- Create “Quick Actions” templates in Epic (**in progress**)
- Education of providers and Caregivers on standard work (**in progress**)
- Reviewing progress and obtaining feedback on standard work (**upcoming**)

**About Aurora Family Medicine**

- Located in Milwaukee, Wisconsin, serving an urban underserved population; multiple special interest tracts
- 10 residents per year, 3 residency clinics, MD and DO dual accreditation
- Want to know more?
  - Contact us: fp.residency@aurora.org
  - Follow us on Twitter: @AuroraGME

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**Gauges the perceived effect of the project amongst residents.**