Goal #2: Improve the Effectiveness of Communication among Caregivers

1. True or false: Critical test results and values must be reported to a responsible licensed caregiver.

2. True or false: The goal requires the hospital to define which tests are "critical tests."

3. True or false: The goal requires the hospital to define the acceptable time frame between ordering the test and reporting results and the time between ordering the test and the licensed caregiver receiving the results.

4. True or false: The acceptable time frame from the time the inpatient unit receives the result until the time the care provider receives the result is 30 minutes.

5. True or false: “Critical results” refers to laboratory and radiology tests; all other tests are excluded.

6. True or false: If data collection shows that results are not falling within the established time frames, the hospital can simply continue to monitor. There is no need to take action unless you have established at least a 12-month trend.

7. True or false: RN is not required to write down and read back results when the laboratory directly gives her a critical result for a patient she is caring for that day. Read back is only required if the RN doesn’t know the patient or if the OA takes the result by phone.

8. When performing read-back, which of these statements is false?
   a. The person receiving the test result by phone does not have to write down the order or result if he or she can repeat the information back to the provider and immediately carry out the order.
   b. The person receiving the test result by phone must read back the result after writing it down.
   c. The person who gave the result by phone must confirm that the information read-back is correct.

9. True or false: Only OA’s must document the result in the Critical Results Log.
National Patient Safety Goals: Answer Key

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