

## IMCO-STAT™ Critical Test Results Management (CTRM)

software is a unique application that securely and rapidly transfers information between caregivers, when time is critical to patient care.



**IMCO-STAT™ includes automatic receipt confirmation and an event log.**

**IMCO-STAT™ is FDA cleared and compatible with existing PACS/RIS.**

IMCO-STAT™ is capable of sending reports including text, images, annotations, and voice messages to a variety of cross-platform devices such as workstations, laptops, PDAs, smart phones, pagers, etc.

The recipient acknowledges receipt of the information, and the receipt is automatically relayed back to the sender, thereby closing-the-loop and eliminating the need to manually check if the message was received.

IMCO-STAT™ can be used throughout hospital/clinic environments such as radiology, cardiology, the emergency department and pathology/laboratory. This application also addresses the needs of radiology service organizations as well as referring physicians.

### IMCO-STAT™ Benefits for Healthcare Facilities

The *Joint Commission on Accreditation of Healthcare Organizations (Joint Commission)* sites patient safety as one of its primary goals; Goal 2: National Patient Safety deals with the effectiveness of communication between caregivers. IMCO-STAT™ can play a key role in helping a facility to meet their patient safety goals and the requirements of the Joint Commission. <sup>1</sup>

The *Certification Commission for Healthcare Information Technology (CCHIT)* says, “Another of the biggest causes of medical liability actions continues to be that of missed, inaccurate and/or delayed diagnoses . . . Finally, there must be policies for physicians to electronically acknowledge their review of test results which guide their clinical decisions” (pp. 4, 9). IMCO-STAT™ can play a key role in helping to address CCHIT. <sup>2</sup>

### Value of Money

. . . it may save a life, as well as the millions of dollars it would take to settle lawsuits. Dr. Khorasani noted that radiologists are increasingly named in lawsuits relating to overlooked critical results. Brigham and Women's Hospital spent between \$35 and \$40 million during a five-year period resolving lawsuits that involved radiologists. Failure to communicate findings represented 20% of the lawsuits, with the potential for death or significant morbidity at a high risk for 47% of the findings and of medium risk for 50%.(3)

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**IMCO-STAT is FDA approved. 510K number: K063392.**

#### References

1. Joint Commission on Accreditation of Healthcare Organizations (Joint Commission) Goal 2. [www.jointcommission.org](http://www.jointcommission.org)
2. Certified Electronic Health Records and other Safety Enhancing Technologies (CCHIT) report. [www.cchit.org/file/wpCCHITMalpractice.pdf](http://www.cchit.org/file/wpCCHITMalpractice.pdf)
3. June 5, 2009. Critical results software – it's cheaper than settling lawsuits. [www.auntminnie.com](http://www.auntminnie.com)



# Critical Test Results Management Benefits for Healthcare Facilities



2009	Joint Commission	IMCO-STAT
<b>Goal 2</b> Improve effectiveness of communication among caregivers		
<b>NPSG.02.01.01</b> – For verbal or telephone orders/telephone reporting of critical test results, the individual giving the order or test result verifies the complete order or test result by having the person receiving the information record and “read back” the complete order or test result.		
<b>Rationale for NPSG.02.01.01</b> – Ineffective communication is the most frequently cited root cause for sentinel events. Effective communication that is timely, accurate, complete, unambiguous & understood by the recipient reduces error and results in improved patient safety.		
The individual receiving the information writes down the complete order or test result or enters it into a computer.	✓	Automated recording of messages including reports and images
The individual receiving the information reads back the complete order or test result.	✓	Receipt confirmation, bi-directional communication
The individual who gave the order or test result confirms the information that was read back.	✓	Voice clip, bi-directional communication
An audible alert signals caregiver of critical test results being sent.	IMCO Extra	Instant notification
Automatic confirmation whether report has been received and opened is sent back to sender.	IMCO Extra	Instant notification
<b>NPSG.02.02.01</b> – There is a standardized list of abbreviations, acronyms, symbols, and dose designations that are not to be used throughout the organization.	✓	Drop down box for standards
<b>NPSG.02.03.01</b> – The organization measures, assesses, and, if needed, takes action to improve the timeliness of reporting and the timeliness of receipt of critical tests and critical results and values by the responsible licensed caregiver.		
The organization collects and assesses data on the timeliness of reporting critical test results / values and determines whether there is a need for improvement. Follows through with the appropriate action to improve and measure the effectiveness of those actions.	✓	Audit Trail logs events, including date/time
<b>NPSG.02.05.01</b> – The organization implements a standardized approach to hand-off communications, including an opportunity to ask and respond to questions.		
The primary objective of a hand-off is to provide accurate information about a patient’s care, treatment, and services; current condition; and any recent or anticipated changes.	✓	Automated audit trail of reports, images, voice clips, video clips, notes, and text
Interactive communications that allows for the opportunity for questioning between the giver and receiver of patient information.	✓	Bi-directional communication
Up-to-date information regarding patient’s condition, care, treatment, medications, services, & recent or anticipated changes.	✓	Automated logging of messages
A method to verify the received information, including repeat-back or read-back techniques.	✓	Bi-directional communication