Closing the loop on test results

In the emergency department (ED), misinterpretation or postponed communication of x-ray and other imaging findings can lead to incorrect or delayed treatment, missed diagnoses and negative patient outcomes. We tested if an app — myBeepr — improved communication of critical information between the ED and radiology.



THE STUDY

Radiologists and ED consultants followed the process outlined below for all adult CT scans requested by the ED.

For findings flagged as **URGENT / IMPORTANT,** radiology sent a message via myBeepr to ED phones.

ED consultant accessed the report via the hospital's **Electronic Medical Record** system.

All other standard communication practices for imaging requests and reports remained in place.

We examined:



myBeepr data (e.g. read time)



Clinicians' perceived confidence that test results were received and appropriately actioned



Clinicians' perceived usefulness of the app



Medical record data (e.g. length of stay)

THE NUMBERS

seconds median time between message send and read

messages sent

9.2% eligible cases used myBeepr (239 sample size)

No significant differences in medical record data.

THE RESULTS



myBeepr was great for time-saving and passing on critical information quickly



Radiologists viewed the app as extremely useful for improving communication.



For ED clinicians, there was a decrease in perceived confidence and the app was not viewed as useful for communication. Further testing is needed to identify an approach that is effective and feasible in practice.









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