

# STREAMLINING PROCESSES BY CREATING AN APPENDED PATHOLOGY REPORT

Lalit Sahni BSc, MLT; Andrew P Serrano B.Ed, BSW, BFA, CIPP, CHIM; Grace Mercieca

## DESCRIPTION

Humber River Health (HRH) prioritizes digitizing processes to promote efficiency in clinical practice. When pathologists require an external consult or additional testing on pathology cases, results are returned to HRH's laboratory by fax. Reports are then scanned into the electronic medical record (EMR) and are available to other physicians as a scanned document with camera icon in EMR. As accessing the scanned document requires additional clicks, the risk of missed reports are increased, which impacts clinical decisions. In collaboration with the information systems (IS) team and pathologists, this process is streamlined by converting the external fax reports into a PDF file and appending it with the Pathology report.

## OBJECTIVE

Promoting ease of access to minimize risks associated with missed external reports.

## ACTIONS TAKEN

The IS Team collaborated with Pathologists to understand concerns associated with missed external reports. Through these conversations, it was identified that a streamlined approach would assist physicians in accessing reports. The IS team then connected with Meditech, HRH's EMR provider, to build a framework for the appended pathology report. The information technology (IT) team was also involved to ensure that HRH's servers had the capacity to store these reports. Regular updates were provided to key stakeholders for ongoing feedback.

## SUMMARY OF RESULTS

Interprofessional collaboration facilitated strong stakeholder engagement. By attaching external pathology reports as an addendum to in-house pathology reports, an appended pathology report is created. Streamlining this process improved ease of access by reducing the number of clicks from more than 2 (accessing different tab) to single click. Not only does this process improve visibility of external reports for physicians, there are also opportunities for patients to access appended pathology reports as they can be made available through HRH's patient portal.

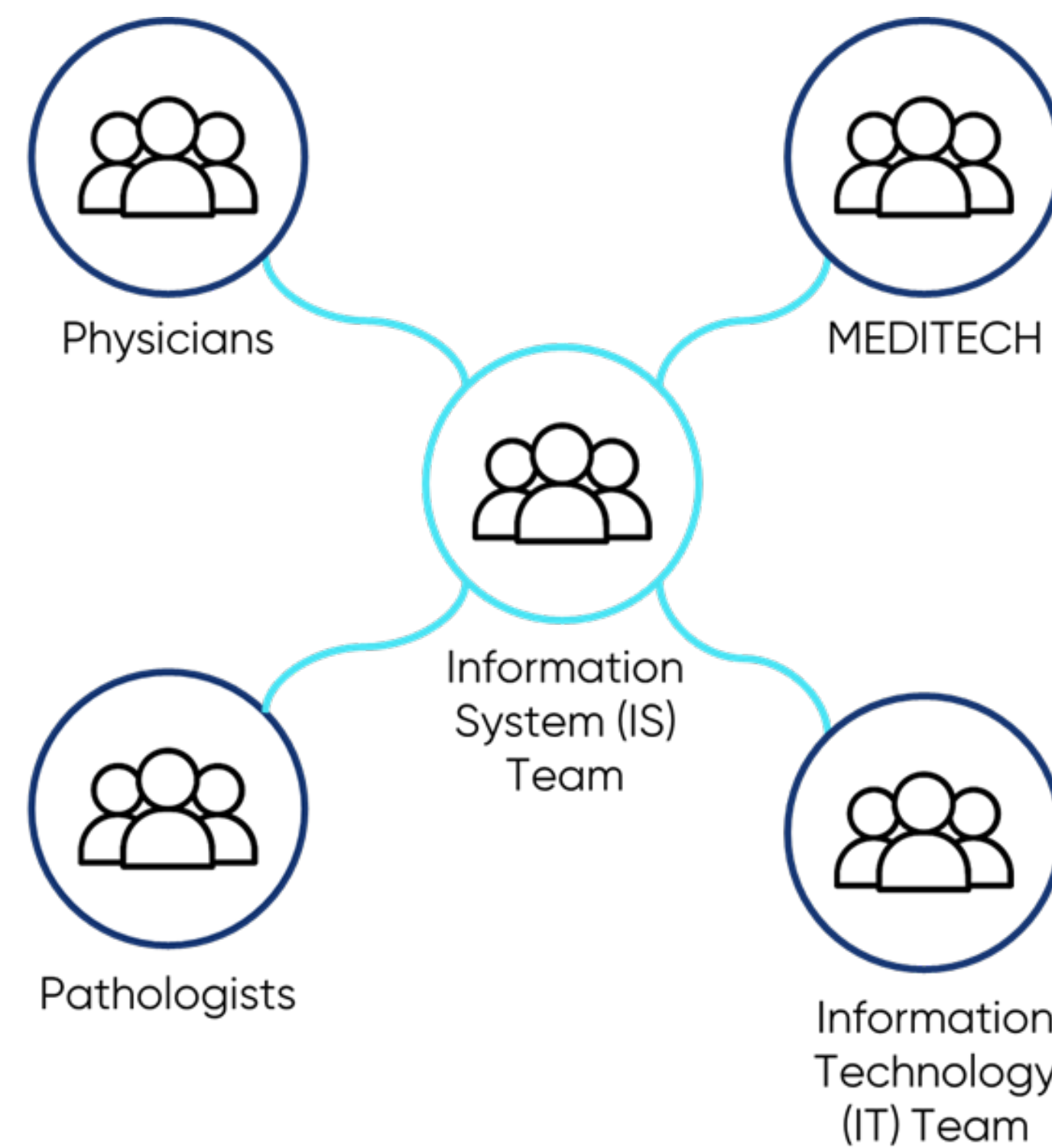


Figure 1. Stakeholder map. Members from the IS Team connected with different internal and external stakeholders in the process of creating an appended pathology report.

## LESSONS LEARNED

Streamlining the process to create appended pathology reports promotes visibility of external reports to facilitate efficient physician diagnosis and treatment.

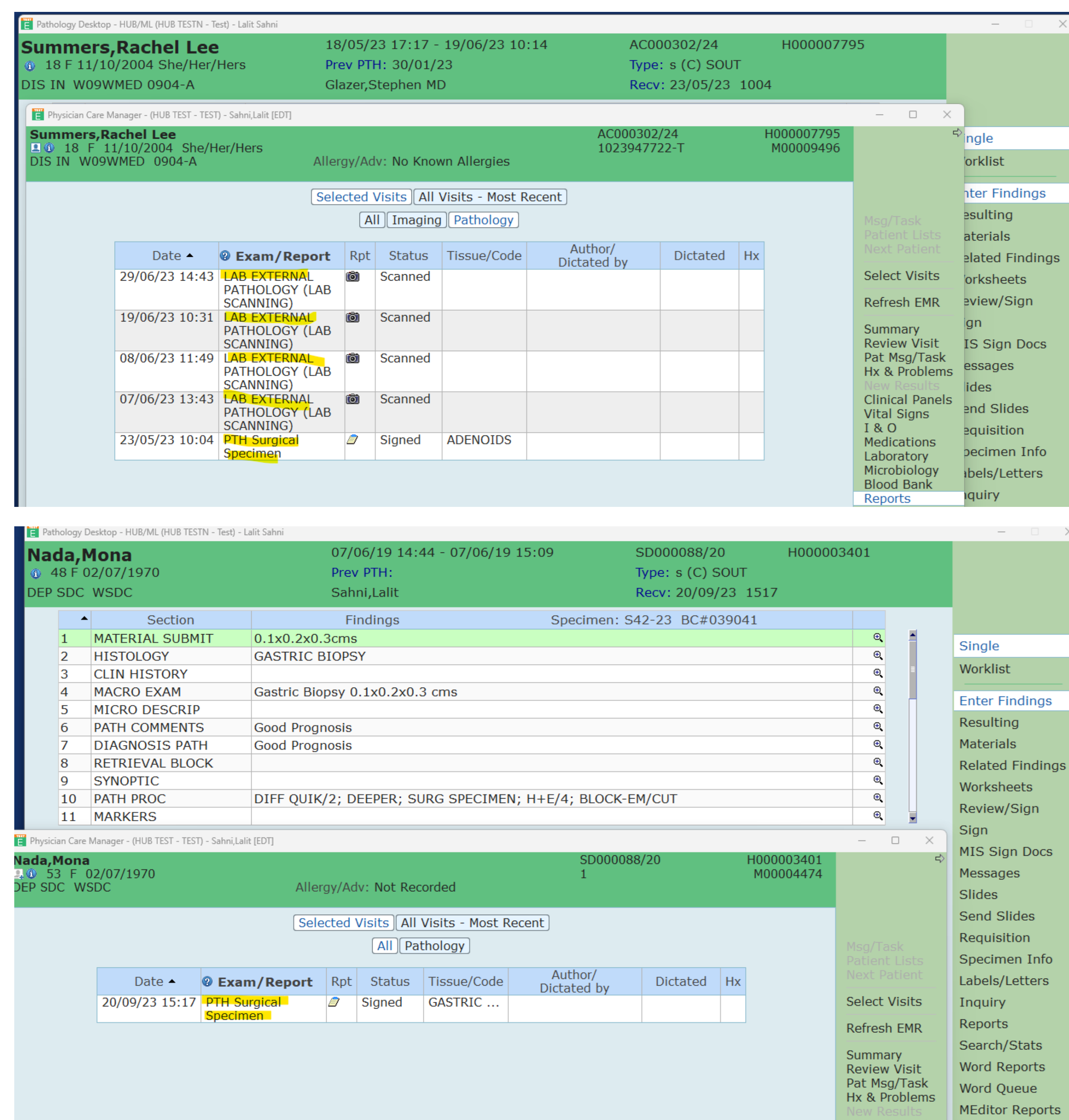


Figure 2. Before and After Screens in the test environment.

### Before upgrade

Scanned reports are under Camera icon, if multiple scanned reports are available the Physician has to open multiple reports to see the scanned reports for the particular case.

### After upgrade

Once Physician click notepad icon on Pathology tab all the scanned reports for case will be appended with in-house pathology report