

# Patient Notification of Diagnostic Test Results: An Interprofessional Simulated Activity

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## Introduction and Purpose

- Nurse practitioners frequently need to call patients to discuss diagnostic test results to determine safe and effective plans of care.
- Nurse practitioner students do not frequently have an opportunity to notify patients of test results via telephone in the clinical setting which leaves the student ill-prepared for this aspect of practice.
- The nurse practitioner needs to be able to communicate effectively with the interprofessional team in order to provide safe and optimal care.
- Nurse practitioners need to be able to collaborate with pharmacists as they are an important member of the health care team and experts in the field of pharmaceuticals.

## Collaboration with Pharmacy

- Collaboration with faculty from the College of Pharmacy determined common reasons pharmacists call providers regarding lab results.
- College of Pharmacy Faculty and College of Nursing Faculty each contributed to patient scenarios utilizing information pertinent to their professions.
- Pharmacy faculty provided feedback on interprofessional communication and the nursing faculty provided information on the patient communication.

## Gaps Between Education and Practice

- Students need to be able to discuss a plan of care clearly and effectively with a patient via telecommunication
- The nurse practitioner needs to be ready to answer questions from the patient in real time which students may not have an opportunity to experience in clinical.
- Students also need to know how to work within the interprofessional team to enhance patient health outcomes.
- Students may not have the ability to notify patients of lab results and discuss a plan of care that needs to occur or change as a result of the diagnostic tests in the practicum setting.

## Student Feedback

- Nurse practitioner students felt more prepared and confident discussing lab tests and results with patients in real time.
- Nurse Practitioner students appreciated the knowledge of the pharmacy students in the calculation of renal dosing and polypharmacy.
- Both sets of students acknowledged challenges in communication when the plans of care differed.
- Pharmacy students did not realize the amount of information nurse practitioner students knew about medications.

## Approach

- Nurse practitioner faculty identified common tests that are ordered in the clinic, but may not be available by the end of the patient visit.
- The nurse practitioner student was emailed a patient visit scenario which included an unresulted diagnostic test.
- Pharmacy faculty provided the lab results to the pharmacy student.
- The pharmacy student initiated a phone call to the nurse practitioner student to discuss the diagnostic results
- The nurse practitioner student called the patient, simulated by nursing faculty, and relayed the test results, plan of care, and answered patient questions.

