**Knowledge is Safety: Communication of Contrast Related Events**

**The Problem**
- In Radiology, delays occur when there is incomplete or absent documentation of previous contrast related events.
- Events related to contrast were not being documented in a timely fashion in the patient’s allergy profile, and also were not being communicated to patients or to next care providers in a standardized fashion.
- A prior small PDSA to change documentation practices and improve patient education was tried without much success.
- Current state in our institution showed a lack of seamless communication and missing documentation in the Radiology Information System (RIS), Online Medical Record (OMR) and the patient allergy profile.

**Aim/Goal**
To educate a small cross section of attending staff regarding our system limitations and the need to facilitate safe care across the continuum that included standardized documentation practices and patient education.

**The Team**
Bridget O’Bryan-Alberts RN MSN Nurse Manager Radiology

**The Interventions**
- Education was provided using the National Center for Healthcare leadership model (NCHL) for analytical thinking to MDs with experience ranging from 5-20 years in areas that administer contrast agents.
- Targeted education was implemented to improve baseline analytical thinking related to contrast events and the need for standardized handoffs to next care providers. Individual learning needs were addressed by utilizing coaching methods and patient educational materials that supported the goals of this initiative.

**Lessons Learned**
- Because of the need to communicate in so many systems we need to make the process as simple as possible.
- It clearly was not a lack of desire to do the right thing for the patient, it was a lack of understanding and a necessity to have the right tools to make a task more comprehensive but, less time consuming.

**The Results/Progress to Date**

**Next Steps/What Should Happen Next**
- Moving ahead we will continue to track our documentation practices.
- Potential for application to other sites of service within BIDMC

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