

From: Nancy Parsons
To: Heather Predham;
Subject: RE: Overall communication
Date: November-28-07 3:33:03 PM

Heather, There are a few family members who have been anxiously calling me repeatedly to know whether we have results. How can I ascertain if we have anything on: [REDACTED] her [REDACTED] calls all the time.? (The draft below is good.) N.

-----Original Message-----

From: Heather Predham
Sent: Wednesday, November 28, 2007 12:54 PM
To: Pat Pilgrim; Sharon Smith; Nancy Parsons; Oscar Howell; Nebojsa Denic; Terry Gulliver; Pam Elliott; Susan Bonnell
Subject: Overall communication
Importance: High

Hi all,

Here is a draft plan for communication for the new results we receive and for those of the deceased. Please read it over and let me know if it covers everything and your feedback on the issues I've raised.....

Thanks, Heather

1. When results are received

- All results will be reviewed in a general manner by an oncologist to identify a broad category: Confirmed negative, Result change and other (ie: retroconvertors or DCIS).
- To facilitate this review, results will be received in the Lab and sent to QR&M. The original results and the Mount Sinai results will be compiled and sent to the Cancer Care program
- Results from the "other" category will be reviewed by pathology to confirm Mount Sinai interpretation
- **This process can begin with the 100 or so results we already have for the deceased right now**

2. If the patient is alive

a) Confirmed negative

- Patient is contacted immediately by staff of QR&M via telephone
- Follow-up letter is sent to patient and copied to the most responsible physician to confirm communication (**I'm working on drafting this up for the ones recently notified**)

- Communication is documented on communication sheets by QR&M

b) Result Change/Other

- Results are compiled by QR&M and sent to Cancer Care Program to coordinate oncology review
- **We need to confirm how the results and/or recommendations are communicated to the patient and the physician. I did tell the patients that I called that I would call with their results, so will that still be done?**
- Copy of this communication is forwarded to QR&M for completion of communication sheets

3. If the patient is deceased

- One of two letters will be written to all next of kin of all deceased patients whose retesting information had not previously been disclosed.
- The letters will inform them that the results are available if they wish to have them and contact information to obtain them.
- One letter will provide contact information for those who are confirmed negative. **I assume that will be a staff person in the Quality and Risk Management Department**
- The other letter will provide contact information for an oncologist under contract for those whose results have changed or is an "other" category

Questions

- 1. The communication for the deceased will be for patients in all the regions. I think that prior to sending the letters we should notify the regions who will be sent a letter in case the information has already been disclosed or there is some other cause for concern.**
- 2. For the patients who are alive; has there been any discussion on any level regarding patients from other regions? Are they handling their own? Do they need oncology assistance for review? We recently received one patients results from Western. I assumed that they will be handling the disclosure. Is that correct?**