To conduct a needs’ assessment of a rural primary care clinic to evaluate the reporting of critical lab value (CLV) between the electronic medical record (EMR) system, the primary care providers & the available staff.

**Definition**
The critical lab value is defined as critical or significant values obtained for evaluation and management (E/M) or a patient.

**Stakeholder**
- Formal Stakeholder
  - Practice manager (MBA)
- Informal stakeholder
  - Registered nurse supervisor of clinic practice (RN)
- Primary care clinic providers & support staff

**Methods**

**Descriptive data**
Weekly interviews and discussions:
- Project facilitator -> stakeholders
- Faculty
- Peers

**Discussion Documentation**
Field journal documentation
Organize information in the social ecology model
Gaps identified
Synthesis of gaps for determination of needs.

**Results: Identified Gaps & Needs**

<table>
<thead>
<tr>
<th>System Level</th>
<th>Gap</th>
<th>Need</th>
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<tbody>
<tr>
<td>Individual</td>
<td>• Time</td>
<td>• Scheduling</td>
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<td></td>
<td>• Staffing</td>
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<td>• Communication</td>
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<td>Interpersonal</td>
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<td>• Communication</td>
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<td>• Safety</td>
<td>• Standardization</td>
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<td>• No Standardization</td>
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<td>Community</td>
<td>• Communication</td>
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<td>• Safety</td>
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<tr>
<td>Institutional</td>
<td>• Disagreement on staffing needs &amp; responsibilities</td>
<td>• Ongoing dialogue</td>
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<tr>
<td>Structure</td>
<td>• Reimbursement value</td>
<td>• Federal Reform</td>
</tr>
</tbody>
</table>

**Synthesis of Findings**

**Individual & Interpersonal level:**
- Standardization of practice
- Allocation of time & resources
- Staffing turnover
- Knowledge deficit of EMR system & CLVs

**Institutional level:**
- Dialogue between administration & clinical staff regarding staffing needs and daily duties for patient safety.

**Recommendation**

Standardization of reporting process of critical lab value.

Ongoing education related to:
- Utilization of EMR system
- Critical lab values and their meaning

*Further references available on request*