



# FOUNDATION FOR Health Care Quality

WASHINGTON PATIENT SAFETY COALITION

## Washington Patient Safety Coalition's *Improving the Diagnostic Process* Dec 2020

**PURPOSE:** Develop a toolkit of tools and resources around best practices. Promote collaborative diagnosis (including patient/family) Work to promote Shared Decision Making. Work to promote collaborative diagnosis and beyond that, help patients understand how best to prepare for visits and collaborate and engage with their providers.

**GOALS:**

*We will work with SIDM and RLDatex to determine how we can implement existing tools into our member organizations by December 2020.*

We will partner with Kaiser Permanente to education our members on their SURENet program and the benefits of use; resulting in a webinar series in 2020.

| Goals  | Activities & Actions  | Measure of Success   | To-Do   | Updates   |
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| 1. Create a standard diagnostic error taxonomy for reporting         | 1. Collaborate with AHRQ, SIDM and other organizations to test taxonomy in WA state<br>2. Engage software vendors to adopt taxonomy | 1. Creation of standard taxonomy by June 2021 #<br>2. vendors incorporating taxonomy | <ul style="list-style-type: none"><li>Reach out to RLDatix with updates</li></ul>   | 1. Baylor has group working on an AHRQ grant to develop standardized diagnostic measurement format. 11/30 Discussed our workgroup with Dr. Hardeep Singh, director of project. Will do a webinar on their project in late spring. |
| 2. Collaborate with WSHA to reach the largest audience on diagnostic | 1. Invite WSHA and WSMA to co-sponsor educational Series  | <ul style="list-style-type: none"><li>WSHA and WSMA agree to co-sponsor</li></ul>    | 1. WPSC to set follow up call, including Karen Birmingham with KP, WPSA & WSHA<br>2. WPSC & WSHA to co-brand & promote webinar series | 1. KP agreed to do educational series which will include: <ul style="list-style-type: none"><li>January: Awareness campaign which</li></ul>   |

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| educational programs | <ol style="list-style-type: none"> <li>2. Host panel webinar on telehealth and diagnosis</li> <li>3. Seek out other collaborators for educational material</li> </ol> | <ul style="list-style-type: none"> <li>• # attendees to educational offerings</li> <li>• High marks on evaluations by attendees</li> </ul> | <ol style="list-style-type: none"> <li>3. WSHA to make sure they are not duplicating work through their organization</li> </ol> | <p>includes and introduction to the provider educational series</p> <ul style="list-style-type: none"> <li>• February: Sure NET<br/>What is this program and why is it important to Diagnostic Improvement and What work was chosen and how it optimized the outcomes for patients and supports the clinical decision maker?</li> <li>• March: Patient engagement with the diagnostic process - how to prepare for a visit, procedures, hospitalization.</li> </ul> <p>Randy presented to WSHA Medical Officer Collaborative on 11/30</p> <ol style="list-style-type: none"> <li>2. Scheduled Crystal Wong, M.D.<br/>Assistant director of UW Medicine digital health to do a podcast interview with Io Dolka of the diagnostic workgroup Jan 5, 2021.</li> </ol> |
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| 3. Research and promote patient visit prep tools               | <ol style="list-style-type: none"> <li>1. Review and determine existing prep tools for patients</li> <li>2. Post tools on WPSC website and promote.</li> </ol>   | <ul style="list-style-type: none"> <li>• Number of tools</li> <li>• Availability of tools and resources on WPSC website</li> <li>3. Number of views of website</li> </ul> | <ol style="list-style-type: none"> <li>1. Develop WPSC website to host patient visit tools.</li> <li>2. Members of workgroup researched existing tools.</li> </ol> | <ol style="list-style-type: none"> <li>1. Website being redesigned ready by 1/1/2021</li> <li>2. KP's how to prepare for a visit, procedures, hospitalization tool kit will be available for WPSC &amp; public in 2021..</li> </ol> |
| 4. Implement provider diagnostic tools in member organizations | <ol style="list-style-type: none"> <li>1. Determine the 5 tools from SIDM that our organizations would use</li> <li>2. Create Implementation Plan</li> <li>3. Determine the correct person from each organization to implement the tool</li> </ol> | <ol style="list-style-type: none"> <li>1. # of member organizations have implemented one new diagnostic tool</li> </ol>   |  | <ul style="list-style-type: none"> <li>• This activity on hold</li> </ul>   |