



**PURPOSE:** Promote and develop 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.

Tactics	Approach	Measures of Success	Actions we took	Status
1. Create a standard diagnostic error taxonomy for reporting	1. Engage software vendors to adopt taxonomy 2. Collaborate with AHRQ to test taxonomy in WA state 3. Discuss with SIDM	<ul style="list-style-type: none"> <li>• Creation of standard taxonomy by December 2021</li> <li>• # vendors incorporating taxonomy</li> <li>• # WA facilities adopting taxonomy</li> </ul>	1. Held meeting with RLDatix, most popular adverse event reporting system to discuss integrating diagnostic error categories into their risk management software. 2. AHRQ common format draft distributed to workgroup members for comment. 3. Held conversations with SIDM and are ongoing	<p><b>Initial interest by stakeholders was positive. NQF, AHRQ are taking up the cause, but methodically. Need to consider AHRQ methodology while developing a practical solution. Slower process than initially thought.</b></p> <ul style="list-style-type: none"> <li>• RLDatix agreed in principal. They are in process of purchasing competitors. Their goal is to merge systems and include diagnostic taxonomy when updating new system.</li> <li>• NQF developed Reducing Diagnostic Error: Measurement Considerations weblink</li> <li>• Randy to Send AHRQ Link</li> <li>• Conversation with SIDM on this topic is ongoing</li> </ul>
Workgroup recommendation for Tactic 1: Continue in 2021.				

Tactics	Approach	Measure of Success	Actions we took	Status
<p>2. Collaborate with WSHA and WSMA to reach the largest audience on diagnostic educational programs</p>	<ol style="list-style-type: none"> <li>1. Invite WSHA and WSMA to co-sponsor educational Series</li> <li>2. Host panel webinar on telehealth and diagnosis</li> </ol>	<ul style="list-style-type: none"> <li>• WSHA and WSMA agree to co-sponsor</li> <li>• # attendees to educational offerings</li> <li>• High marks on evaluations by attendees</li> </ul>	<ol style="list-style-type: none"> <li>1. Researched organizations implementing innovative and successful diagnostic improvement programs that can be adopted in WA. Kaiser Permanente (CA) has               <ul style="list-style-type: none"> <li>o developed a module in EPIC to address how test results are recorded and acted upon</li> <li>o created a provider education program to improve the diagnostic process</li> <li>o developed patient education and preparation tools</li> </ul> </li> </ol> <p>Invited WSHA and WSMA approach KP with us to do a webinar series.</p> <ol style="list-style-type: none"> <li>2. Planning phase. Sought panelists for webinar on telehealth and diagnosis               <ul style="list-style-type: none"> <li>• Have scheduled a telehealth podcast in lieu of panel discussion.</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. KP agreed to do educational series which will include:               <ul style="list-style-type: none"> <li>• January: Awareness campaign which includes and introduction to the provider educational series</li> <li>• February: Sure NET 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> </li> </ol> <p>WSHA will co-sponsor series. Have meeting with WSMA on 11/23.</p> <ol style="list-style-type: none"> <li>2. Encountered low availability of panelists due to busy schedules. Have scheduled Crystal Wong, M.D. Assistant director of UWMedicine digital health to do a podcast interview with lo Dolka of the diagnostic workgroup.</li> </ol>
<p>Workgroup recommendation for Tactic 2: Continue in 2021.</p>				

Tactics	Approach	Measure of Success	Actions we took	Status
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>• Number of views of website</li> </ul>	Members of workgroup researched existing tools.	<p>2020 had limited activity for this tactic. KP's how to prepare for a visit, procedures, hospitalization tool kit will be available for WPSC &amp; public in 2021.</p> <p>This tactic will receive greater resources in 2021.</p>
Workgroup recommendation for Tactic 3: Continue in 2021.				
4. Implement provider targeted diagnostic tools in member organizations	<ul style="list-style-type: none"> <li>• Determine the 5 tools from SIDM that our organizations would use</li> <li>• Create Implementation Plan</li> <li>• Determine the correct person from each organization to implement the tool</li> </ul>	<ul style="list-style-type: none"> <li>• # of member organizations have implemented one new diagnostic tool</li> </ul>	<ul style="list-style-type: none"> <li>• <b>This activity on hold</b></li> </ul>	
Workgroup recommendation for Tactic 4: this is a worthy goal and should not be discarded. Place on hold and take up after tactics 1-3 are completed.				