



Building Diagnostic Safety Capacity

The Role of Patient and Family Engagement



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Speakers



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Diagnostic Error is a Big Challenge

Nearly every person will experience a diagnostic error in their lifetime.



57% of all diagnosis failures happen in ambulatory care.

1 in 20

patients who attend a primary care appointment this year will experience a diagnosis error.



79% of diagnosis errors are related to the patient-clinician encounter.




up to
56%

of these errors are related to the patient and clinician taking the history of present illness.



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***"Just listen to your patient, he
is telling you the diagnosis"¹***

- Sir William Osler



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How can we improve diagnosis?

What can a patient do?

- ✓ **Tell their story** fully and completely and clearly
- ✓ **Provide accurate information** about their symptoms
- ✓ **Speak up** if they feel they have not been heard
- ✓ **Ask questions** to clarify the information shared
- ✓ **Use a checklist** of tests, symptoms, concerns, or physicians consulted

What can clinicians do?

- ✓ **Listen** to the patient
- ✓ **Support the patient** in effectively sharing their symptoms
- ✓ **Ask the patient** what they think is going on
- ✓ **Conduct a thorough history** and physical examination
- ✓ **Set** a visit agenda
- ✓ **Know the patient** and their history, and read prior visit notes
- ✓ **Integrate “pre-work”** for patients (e.g., symptoms; history of present illness; labs)

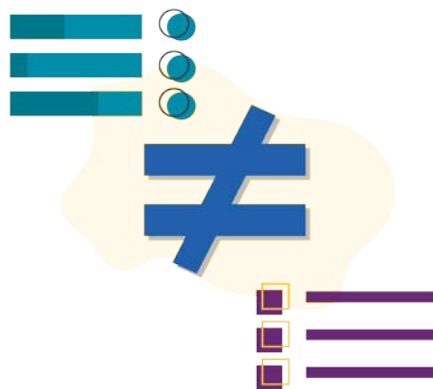


Evidence Suggests

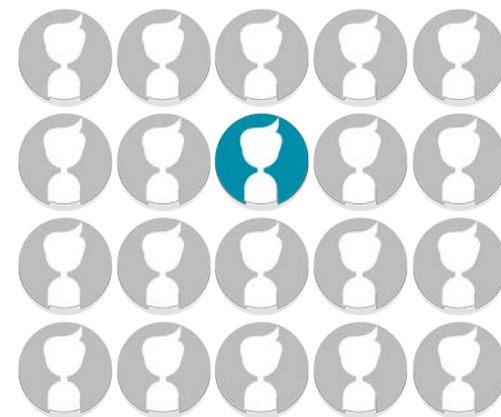
Patients are interrupted when telling their illness story to clinicians within **11-18** seconds^{2,3}



This breakdown in collaborative communication may result in assumptions and premature closure⁴



These breakdowns lead to diagnostic error in about ***one out of every twenty*** patients you see⁵



An Eloquent Silence⁶

"I had previously been an attentive listener but now he felt I wasn't listening as well." - Clinician



Interventions to Engage Patients and Families to Improve Diagnosis

One-minute to Improve Diagnosis



Share your Story

Two versions of a patient story form titled "Be the expert on you." The top version is a smaller, more compact form, while the bottom version is a larger, more detailed form. Both forms include sections for "What are your symptoms?", "When did it start?", "What have you tried already?", and "What are you worried about?". They also include a "Share your story" section at the bottom. The forms are designed to help patients share their medical history and symptoms with healthcare providers. The top form has a date field and a "Share your story" button. The bottom form has a date field, a "Share your story" button, and a footer with the AHRQ logo and the text "Be as complete as possible. Nothing is too embarrassing." and "Share your story."

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The Share Your Story Intervention

Be the expert on you.

Help us give you the best care we can. Share your whole story with us.

What are your symptoms?

Has anyone else noticed symptoms or changes in you?
Is anyone in your home or office showing the same symptoms?

When did it start?

How long have you been feeling this way?
Did something happen that may have started your symptoms?

What have you tried already?

What makes you feel better or worse?
Have you seen any other healthcare providers?

What are you worried about?

This can be about your symptoms or something else.

Share your story.

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Be the expert on you.

Date: _____

Help us give you the best care we can. Share your whole story with us.

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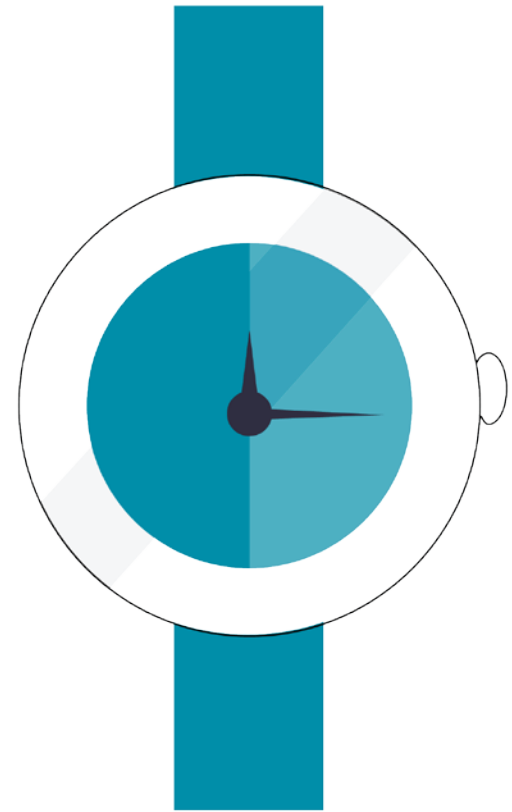
Share your story.

Be as complete as possible. Nothing is too embarrassing.

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One-Minute to Improve Diagnosis



Tips for Deep Listening

- Listen for meaning.
- Pay attention to body language.
- Cultivate empathy.
- Avoid making judgments.
- Look into others' eyes when they're speaking.
- Pay attention to the feelings associated with the words.



What should I expect?

Improved relationships with patients leading to improved experience and safety



Clear, concise, correct, and complete information to make diagnostic decisions



Enhanced connection and reduced technical burnout



A return to the joy of healing



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What Patients are Saying

"Before I see my doctor I know what I want to say; but when I get in the office, I completely forget. This tool helped me prevent that."

- Patient

"This is a really, really good tool for any patients in any kind of appointments."

- Patient

The form is titled "Be the expert on you." and includes a "Date:" field. Below the title is the instruction "Help us give you the best care we can. Share your whole story with us." The form is divided into four main sections, each with a question and a space for writing:

- What are your symptoms?** (with a small icon of a person and a plus sign)
- When did it start?** (with a small icon of a calendar)
- What have you tried already?** (with a small icon of a person and a plus sign)
- What are you worried about?** (with a small icon of a person and a plus sign)

"As a patient and a caregiver, this has a lot of value to me."

- Patient

"The wording is perfect. I could give this to my 6th grade child and they would be able to read this and know exactly what to do with it. "

- Patient

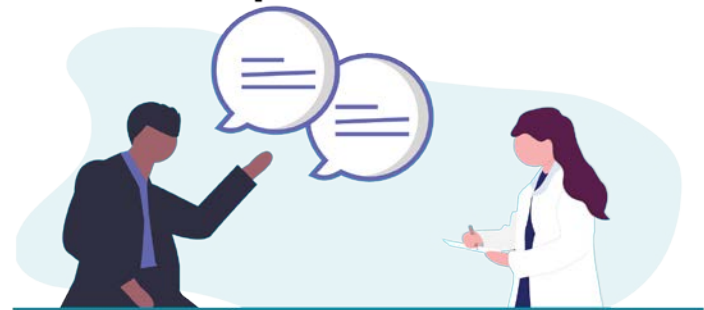


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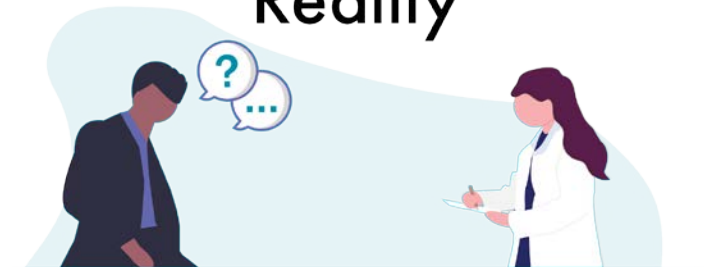
Next Steps: Small Tests of Change

- Try giving the first minute of your encounter to the patient for the next 2 weeks
- This will take some adjustments for you and your patient.
- Be patient!
- Practice the deep listening skills we have discussed today
- Let's debrief during our next meeting

Expectation




Reality




What tools are available?

Evidence suggests...




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When did it start?

How long have you been feeling this way? Did something happen that may have started your symptoms?

What have you tried already?

What makes you feel better or worse? Have you seen any other healthcare provider?

What are you worried about?

This can be about your symptoms or anything else.

Implementation Quick Start Guide

- Review intervention and training materials.
 - Understand the purpose, use, and benefits of the Building Diagnostic Safety Capacity: The Role of Patient and Family Engagement strategy.
 - Discuss with your team.
- Make decisions for your implementation.
 - Choose materials.
 - Will you print materials in the office or at home?
 - Who will be responsible for maintaining a supply?
 - Do you need Spanish versions of the patient material?
 - Get help.
 - Will you use the poster? Will you use the one sheet? Which version will you use about all patients? A specific patient population?
 - Will you use the one minute for diagnosis worksheet?
 - What will you give patients the one sheet?
 - Will you give patients the one sheet?
 - Will you discuss the Share Your Story one sheet in the EHR/EMR?
 - Encourage use of the strategy.
 - How will you encourage patients to use the strategy?
 - Will you put up the poster in the waiting area? Encourage staff.
 - Will you ask staff to help patients fill out the one sheet?
 - How will clinicians use the one sheet during a visit?
 - How will clinicians support patients to share their story for you instead?
 - Identify champions.
 - Who will the poster champion be? Who will the implementation team be? Who will you have patient representatives on the implementation team?
 - How will you encourage patient feedback on the implementation plan? How will you gather input from all members on the implementation team?

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Share Your Story

Letters for doctors, don't!

Provide the Share Your Story Note Sheet to the patient. Our practice has started a new program to help patients and their family members work with us to make sure we get your diagnosis right. Please use this note sheet to help you think about what is going on with you today so you can share your whole story with [clinician]. You can write down your symptoms, when they started, and anything you have tried so far. We can also write down anything you think is worrying about or any questions you have for [clinician]. If you think you'll need more space, you can write on the back or ask [staff] for a second page. When you finish filling this out, hand this in to help you share your story when [clinician] returns into the exam room.

Help to patient think about what to write on the Share Your Story Note Sheet.

You can use the note sheet to organize your thoughts.

- What are your symptoms? Can you remember when they started? You could write about them.
- What have you tried so far? Is there anything that seems to make it better or worse? Have you ever seen any other doctor?
- You can also write down any worries or concerns that you might want to discuss with [clinician].
- If you can't think of anything to write right now, that's okay. Just take a few minutes to think about it while you wait.
- If you think you'll need more space, you can write on the back or ask [staff] for a second page.

Help to patient fill out the Share Your Story Note Sheet. If you just don't have time while you wait.

What are your "worries today"? When symptoms do not seem to be getting better, it's important to let your doctor know. Do you remember when this started? Did something happen that day that made you think you were sick? Can you think of anything you've tried that seemed to make it better or worse? Have you seen another healthcare provider?

If you don't want to write anything down today, that's okay.

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One-Minute for Diagnosis

Observer Tool

Observer notes	Did the clinician display this behavior?
Answer the questions in the form of your skills.	Check only "Frequently"
Start the visit.	<input type="checkbox"/>
Establish rapport.	<input type="checkbox"/>
Listening forward?	<input type="checkbox"/>
Paraphrasing what the patient said?	<input type="checkbox"/>
Asking?	<input type="checkbox"/>
Making eye contact?	<input type="checkbox"/>
Warm and friendly?	<input type="checkbox"/>
Identify the diagnosis.	<input type="checkbox"/>
Investigate the patient?	<input type="checkbox"/>
Use investment statement (e.g., "Is better" or "Worse")?	<input type="checkbox"/>
Use additional observation after the patient is finished speaking (e.g., "Something else")?	<input type="checkbox"/>
Order Extension: Did the clinician...	<input type="checkbox"/>
Appear to value the patient's comment?	<input type="checkbox"/>
Allow the clinician to further question?	<input type="checkbox"/>
Acknowledge current visit and not verbal cue?	<input type="checkbox"/>

Notes

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Training Toolkit

How to Use the Training Toolkit

What is the Patient and Family Engagement strategy?

The Building Diagnostic Safety Capacity: The Role of Patient and Family Engagement strategy supports patients and their families to help the clinician better understand the patient's story during the diagnostic process. This new tool helps the clinician to make an accurate and timely diagnosis and reduce the risk of diagnostic errors.

The goal is to help patients:

- Be ready to share their symptoms and history of these with the clinician.
- Communicate when they have already tried and what they are most worried about.
- Take shared ownership of the visit to know their experience of their illness.

The goal is to help clinicians:

- Listen deeply to the patient's story without judgement or interruption.
- Reflect and integrate the patient's information to expedite a working diagnosis.

What is the training toolkit?

The training toolkit:

- Helps you understand the Building Diagnostic Safety Capacity: The Role of Patient and Family Engagement strategy.
- Give you the tools to help you create your practice in the strategy.
- Includes:
 - Training slides with speaker notes.
 - Script and role play scenarios for case scenarios you can use.

How should I train my practice?

- Customize the slides and scripts to reflect the diagnosis you have made about how you will implement the strategy.
- Discuss who within the practice will assist in training. You may want to have two trainers, one for the whole practice using the "Practice Orientation" slide and one for the clinicians using the "One-Minute for Diagnosis" slide.

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One-Minute for Diagnosis

Role Play Scenarios 1

Facilitator Instructions

- As the facilitator, split the group up into teams of three (a patient, a clinician, and an observer).
- Alternately, have the clinician play the role of the patient, the clinician, and the observer. Multiple roles will have the opportunity to play each role at some point during the training.
- Alternately, Request a volunteer to play the role of the clinician. The clinician will engage in the one-minute shared history exercise. Another volunteer will play the role of the observer.
- Provide the observers and the training group with information about the scenario.
- Place the facilitator in the patient's role, clearly read the additional patient information section. The patient volunteer will share their story and respond to the "clinician" during the role play.
- Review the observations and with the observer.
- Role play the scenario with the "clinician".
- As the patient, will you stay as per the script. Pause if interrupted but continue your story until you are finished.
- Observers should note the clinician's one-minute, and both language.
- Using the debriefing groups, engage the training group in a discussion discussion on what went well and what could be improved.

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Seeking Practices to Partner



To pilot test the PFE Resource



To provide feedback on the feasibility of its use in your practice



To help us to refine it

QUESTIONS?



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