



**FOUNDATION FOR  
Health Care Quality**

**Washington  
PATIENT SAFETY COALITION**

**Diagnostic Workgroup**

**Monday, March 8, 2021**

Noon-1 p.m.

**Video in:**

<https://us02web.zoom.us/j/992827168?pwd=dWZUZjVvR3RCUFIqN2F3MjZ5SXIWZz09>

**Password 98104**

**Phone in: 346-248-7799 Meeting ID: 992 827 168**

**Issues: Call Steve Levy 954-540-3860**

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**Meeting Agenda:**

**12:00 p.m. Workplan review and diagnostic discussion**

**Randy Moseley**

**Highlights**

- KP Webinar series to begin March 23
- COVID-19 long haul articles
- Open notes and patient/provider engagement





**FOUNDATION FOR  
Health Care Quality**

**WASHINGTON PATIENT SAFETY COALITION**

Washington Patient Safety Coalition’s  
**Improving the Diagnostic Process**  
March 2021

**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.

<b>Goals</b>	<b>Activities &amp; Actions</b>	<b>Measure of Success</b>	<b>To-Do</b>	<b>Updates</b>
1. Create a standard diagnostic error taxonomy for reporting	<ol style="list-style-type: none"> <li>Collaborate with AHRQ, SIDM and other organizations to test taxonomy in WA state</li> <li>Engage software vendors to adopt taxonomy</li> </ol>	<ul style="list-style-type: none"> <li>Creation of standard taxonomy by June 2021 #</li> <li>Vendors incorporating taxonomy</li> </ul>	<ol style="list-style-type: none"> <li>Reach out to RLDatix with updates</li> <li>Schedule Baylor webinar</li> </ol> <p>Baylor has group working on an AHRQ grant to develop standardized diagnostic measurement format.</p>	<ol style="list-style-type: none"> <li>RLDatix is still interested. Waiting until COVID settles down to continue work.</li> <li>Baylor will do a webinar on their measurement in May. working on developing measures. Will engage workgroup for feedback around Mach. Hardeep Singh Principal Investigator will speak at WPSC conference in Oct.</li> </ol>
2. Collaborate with WSHA to reach the largest	<ol style="list-style-type: none"> <li>Invite WSHA and WSMA to co-</li> </ol>	<ul style="list-style-type: none"> <li>WSHA and WSMA agree to co-sponsor</li> </ul>	<ol style="list-style-type: none"> <li>Finalize KP webinar series. WPSC &amp; WSHA</li> </ol>	<ol style="list-style-type: none"> <li>KP will begin educational series March 23 with webinar. Waiting on specific topic.</li> </ol>

<p>audience on diagnostic educational programs</p>	<p>sponsor educational Series</p> <p>2. Seek out other collaborators for educational material</p>	<ul style="list-style-type: none"> <li># attendees to educational offerings</li> <li>High marks on evaluations by attendees</li> </ul>	<p>to co-brand &amp; promote series</p>	<p>Series includes:</p> <ul style="list-style-type: none"> <li>Diagnosis awareness campaign which includes an introduction for providers and a series of educational videos.</li> <li>SureNET 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>Patient engagement with the diagnostic process - how to prepare for a visit, procedures, hospitalization.</li> </ul> <p>WSMA/WSHA CMO Advisory group has adopted Diagnostic Error work as their new call to action.</p>
<p>3. Research and promote better patient and provider relationships</p>	<p>1. Review and determine existing prep tools for patients</p> <p>2. Review and determine existing prep tools for providers</p> <p>3. Post tools on WPSC website</p> <p>4. Determine provider role</p>	<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>	<p>1. Steve will follow up with Marty Hatlie on AHRQ project.</p> <p>2. Karen Brigham will research patient/provider partnerships.</p>	<p>1. MedStar Institute for Quality and Safety has two projects to promote better patient and provider relationships:</p> <ul style="list-style-type: none"> <li>A set of interventions designed to improve communication between patient and clinician.</li> <li>Development of a diagnostic version of the TeamSTEPS teamwork training module, designed to be taken by clinicians and office staff to improve communication between them.</li> </ul> <p>These are on track for July/August delivery. We have reached out to Marty to remind him we want to evaluate the tools.</p> <ul style="list-style-type: none"> <li>Marty provided us with an environmental scan of research and literature review: "Guide to</li> </ul>

<p>4. Implement provider diagnostic tools in member organizations</p>	<p>1. Determine the 5 tools from SIDM that our organizations would use  2. Create Implementation Plan  3. Determine the correct person from each organization to implement the tool</p>	<ul style="list-style-type: none"> <li># of member organizations have implemented one new diagnostic tool</li> </ul>		<p>Improving Patient Safety in Primary Care Settings". This is posted on the WPSC website in the Person and Family Centered Care tab under Tools &amp; resources for Staff. Includes discussion about diagnostic error.</p> <p>2. Karen did literature review: Existing research on improving patient/physician partnerships to improve diagnostic quality. Found articles on:</p> <ul style="list-style-type: none"> <li>Shared decision making</li> <li>Learning from patient experiences</li> <li>Patient reported incident reporting</li> </ul>
				<ul style="list-style-type: none"> <li>Tools that support the provider/patient interaction will come from Goals 2 &amp; 3 in the next 6-10 months.</li> </ul>