

# Diagnostic Errors Driver Diagram

## Outcomes

## Primary Drivers

## Secondary Drivers

## Action Steps

Improve Diagnostic Reliability

Raise Awareness <sub>1</sub>

Improve Cognitive Performance <sub>2</sub>

Improve Diagnosis Process <sub>3</sub>

Engage Patients <sub>4</sub>

Improve the Diagnostic Environment

Information Technology Support for the Diagnostic Process <sub>5</sub>

Engage key organizational leaders  
 Improve Identification of Diagnostic Errors

Incorporate Diagnostic Errors Curriculum into Undergraduate, Graduate and Continuing Medical Education  
 Measurement and Feedback for learning  
*Developing*

Standardized diagnostic algorithms — *John Eli*  
 Improve the process for follow up of lab and radiology test results

Make medical notes transparent and accessible to patients  
 Encourage patients to report diagnostic errors

Give providers more time to complete the diagnostic process  
 Reduce distractions

Use automated clinical decision support to aid the diagnostic process  
 Improve documentation of clinical thinking

- Bring external speakers to give educational presentation to the Board of Trustees/Grand Rounds
- Develop a dashboard to monitor diagnostic error: number of cases detected, number of root cause analyses performed, number of improvement projects completed

- Collect self-reported cases of diagnostic error and discuss at a departmental diagnostic errors case conference
  - Incorporate clinical reasoning training into medical school and residency curriculum
- Developing feedback electronic tool*

- Implement a diagnostic algorithm and measure adherence to the standard (i.e. diagnostic algorithm for pulmonary embolus)
- Implement a closed loop management system for communication of laboratory results

- Implement OpenNotes allowing patients to access all medical notes electronically through a patient portal
- Train diagnosticians in active listening skills and empathy

- Implement standard team communication structures to reduce number of pages
- Restructure admitting services to give more time for data gathering and synthesis

- Implement the use of a differential diagnosis generator on a clinical service
- Implement templates with mandatory Impression and Differential Diagnosis sections