

# Patient-Centered Methods to Advance Diagnostic Safety

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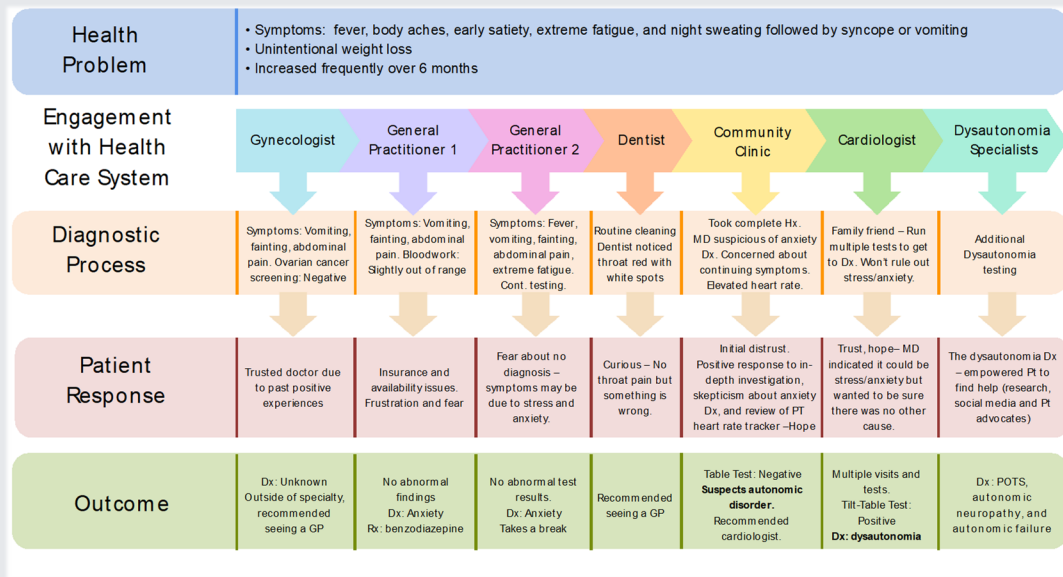
# Patient Engagement

- Engaging patients in diagnostic safety helps identify their needs and fosters inclusion.
- Actively involving patients can lead to better communication.
- By considering patients' perspectives, healthcare providers can address biases.



# Patient Engagement

# Patient Journey Mapping

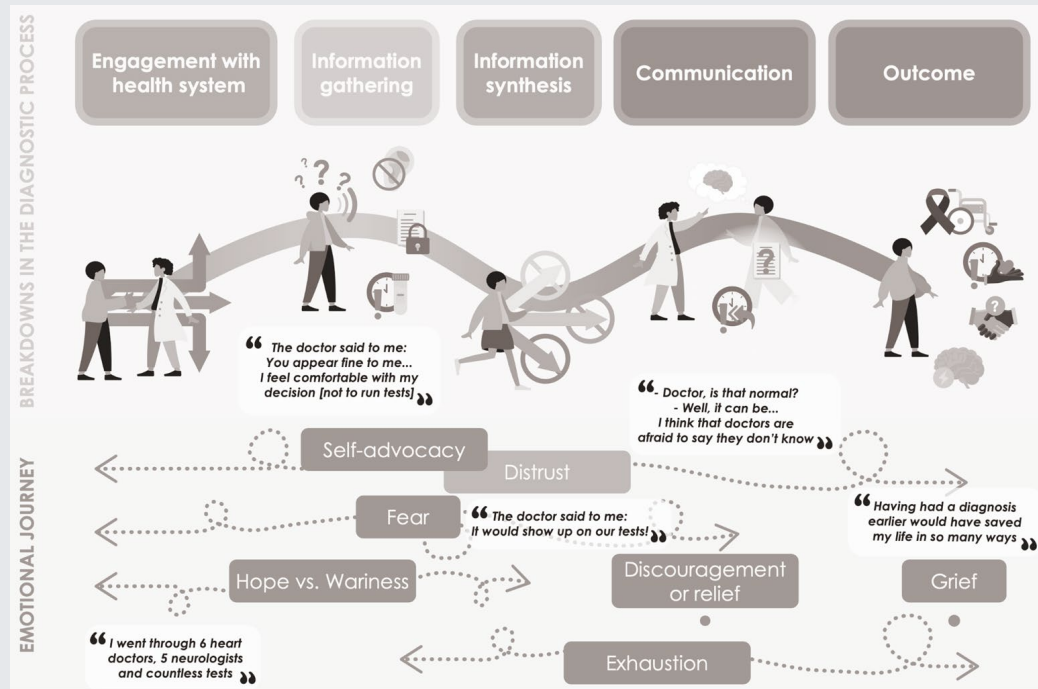


- Visualizes a patient's experience
- Identifies gaps
- Literature is sparse
- Diagnostic process poorly integrated visually



# Patient Journey Mapping

- Enhance communication and boost engagement.
- Promotes health equity by considering the diverse experiences of all patient populations.
- May encourage tailored solutions for different communities.





# The AHRQ Toolkit for Engaging Patients to Improve Diagnostic Safety

Designed to enhance communication and collaboration between patients and healthcare providers.

**Optimize diagnostic safety by  
engaging patients and families.**



Encourage patients to share their  
story with the **Be The Expert On You**  
note sheet.



Build a collaborative environment  
using the **60 Seconds To Improve  
Diagnostic Safety** strategy.



Encourage patients to share their story with the **Be The Expert On You** note sheet.

## Be the expert on you.

Patient Name

DOB

Date

Your provider needs your help to make a safe diagnosis and care plan.  
Please answer these five questions before your visit.

### Why are you here today?

☐ New problem ☐ Followup ☐ Medicine refill ☐ Something else



### Has there been a change in how you are feeling since your last visit?

☐ Yes ☐ No

When did it start? ☐ Days ☐ Weeks ☐ Longer

How does it affect you?



### Have you seen anyone else about your health?

☐ Yes ☐ No

Whom did you see?



### Do you have questions about...

☐ Medicines? ☐ Tests? ☐ Treatments? ☐ Something else?



### What are you worried about?



Toolkit for Engaging Patients  
To Improve Diagnostic Safety

AHRQ Publication No. 21-0047-9-EF  
August 2021

Be ready to share this  
information with your provider.

Thank you for being  
part of the care team.

# Medical Record Review

## Contributions to Patient Safety

- Identify safety issues:
  - 1 in 5 patients found a mistake
  - Patients report incorrect documentation



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- Facilitates better communication
- Foster transparency
  - Higher importance to reading notes
  - May improve understanding

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## What about...

- Patient/caregiver low use (~40%)
  - Who uses and why?
- Medical records = objective
- Patient narratives = subjective
- Patients and clinicians recall experiences differently

# Medical Record Review

## The Safer Dx Patient Instrument: Items for Determining Presence or Absence of Diagnostic Error in a Primary Care Encounter

1. Please tell us why you visited the doctor on this day.
2. The notes captured information related to my symptoms accurately Please describe any inaccuracies:
3. The provider conducted a physical exam relevant to my symptoms during my visit.
4. The notes captured my physical exam accurately. Please describe any inaccuracies:
5. Did the provider order any tests?*
Response: Yes
a. Based on the notes reviewed, I had concerns about the test(s) my doctor ordered (e.g., lab imaging or any procedure). Please explain:
b. Based on the notes review, I had concerns about my test results. Please explain:
6. The notes reflected what I was supposed to do if my symptoms did not get better.
7. The care plan the provider developed for me addressed all my medical concerns.
8. I feel I was correctly diagnosed during my first visit.*
Response: Neither agree or disagree, Somewhat disagree, Disagree
a. The notes reflected multiple alternative diagnoses that were discussed with me.
b. I received a new diagnosis at my follow-up visit.
9. I trust the provider that I saw during my visit.
10. I did not have a good feeling about my visit.
11. How often do you need to have someone help you when you read instructions, pamphlets, or other written material from the provider or pharmacy?
*Skip pattern based on response

**Patients who reported an incorrect diagnosis were more likely to:**

- Indicate that the care plan did not address all medical concerns,
- Not trust the provider, and
- Indicate not having a good feeling about the visit.

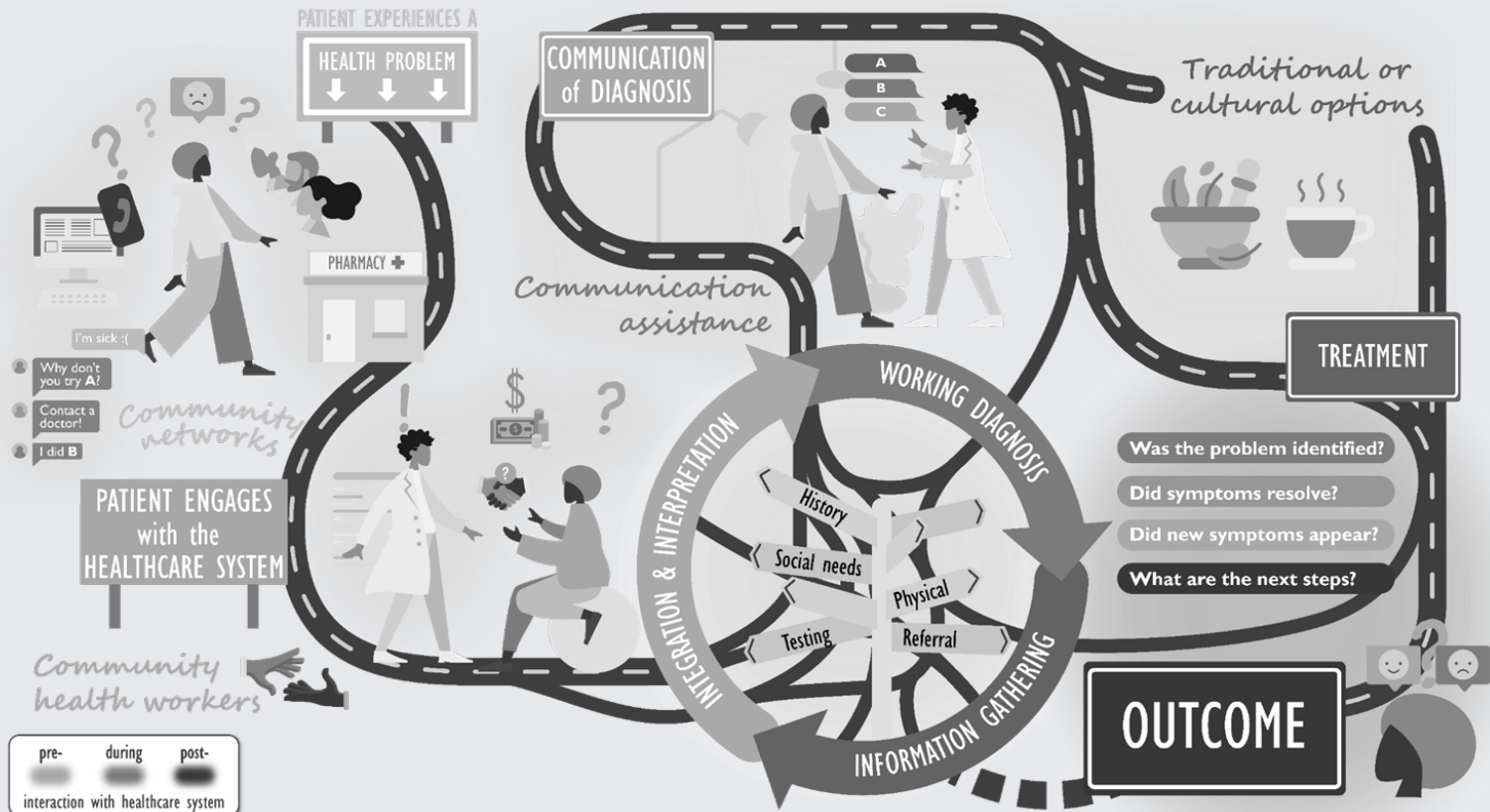




# Community Engagement



# From Margin to Center: Achieving Diagnostic Excellence Through Community Engagement

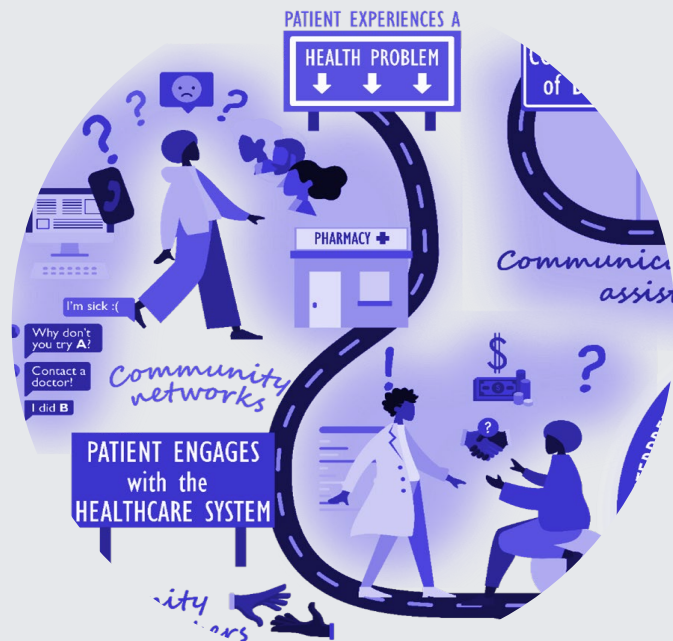




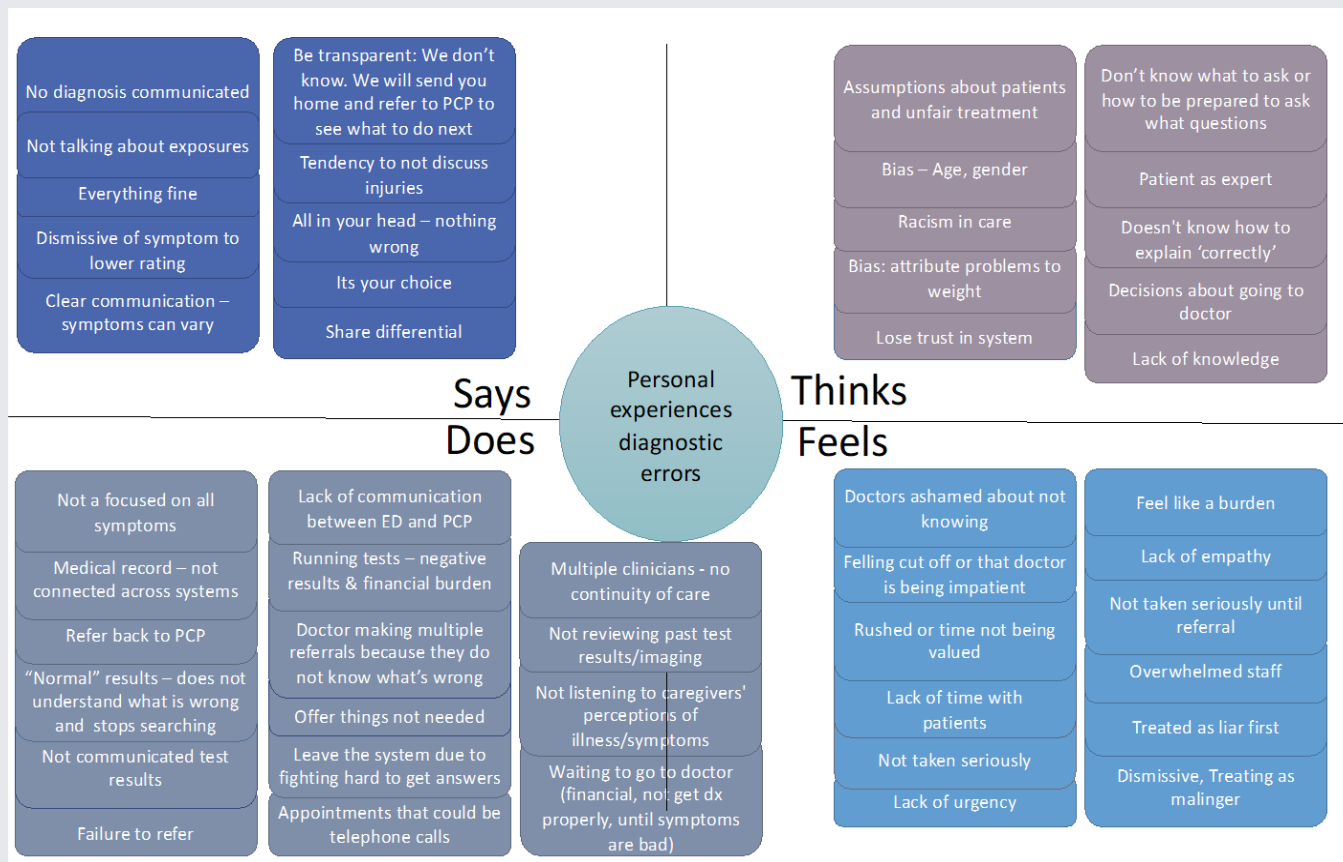
# Enhancing Diagnostic Safety & Equity Through Community Engagement

## Methods

- Fieldwork
  - Create inclusive and accessible events
    - Co-design
    - Boot Camp
    - Volunteer programs
- Feedback Loops
  - Partnerships with local organizations
- Digital Platforms
  - Use technology to reach more people and gather input



## Codesign Workshop Example – Black and Brown Veterans Empathy Mapping



# Challenges and Opportunities

## Opportunities

- + Increased patient involvement in diagnostic process.
- + Utilization of technology can enhance communication.
- + Fostering partnerships with community organizations to center marginalized populations.

## Challenges

- Resistance to change.
- Limited access to technology and assistance.
- Training.
- Systemic racism and bias.



# Advancing diagnostic safety requires a collaborative approach

Key takeaway: There is a place for patients in diagnostic safety.

Methods: Creative and Deliberate

Future research must explore innovative methods while emphasizing health equity to ensure marginalized communities are included.



Thank you.

