
Lunch & Learn

Engaging Patients to Improve Diagnosis: Strategies at the Frontline of Care

November 20, 2019, 2pm EST

Kelly Smith, Ph.D., Principal Investigator at MedStar Health Research Institute

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Participants who attend entire live presentation qualify for CE credit

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- Phone-in-only participants **DO NOT** qualify

Participants who qualify for CE will receive a detailed email from Jillian Bird at NNCC on how to obtain CE credit.

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Questions can be directed to: jbird@nncc.us

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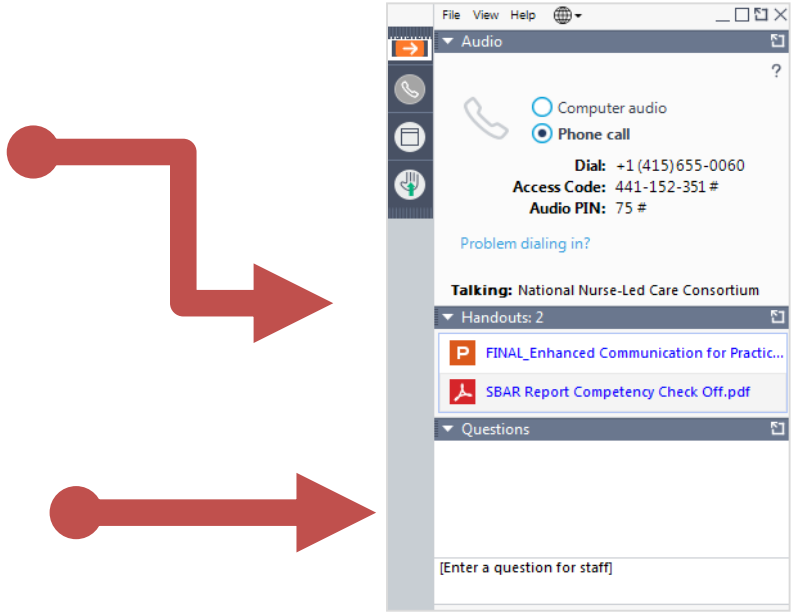

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Institute for Quality and Safety

November 20, 2019

Engaging Patients to Improve Diagnosis

Strategies at the Frontline of Care

Presenter: Kelly M. Smith, PhD

Knowledge and Compassion
Focused on You

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Institute for Quality and Safety

Kelly M. Smith, PhD
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Presenting on behalf of our team:
Helen Haskell, MedStar Patient and Family Partner
David Mayer MD, Executive Director of MIQS

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Objectives

- Identify points of failure within the diagnostic process.
- Discuss the importance of patient and family engagement in the diagnostic team.
- Describe innovative strategies for engagement to improve diagnosis.

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“*Listen to your patient, he is telling you the diagnosis*”

Sir. William Osler (1849-1919)

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Diagnostic error is:

The failure to:

(a) establish an **accurate** and **timely** explanation of the patient's health problem(s)

or

(b) **communicate** that explanation to the patient

National Academies of Sciences, Engineering, and Medicine. 2015. *Improving Diagnosis in Health Care*. Washington, DC: The National Academies Press. https://doi.org/10.17226/21794.

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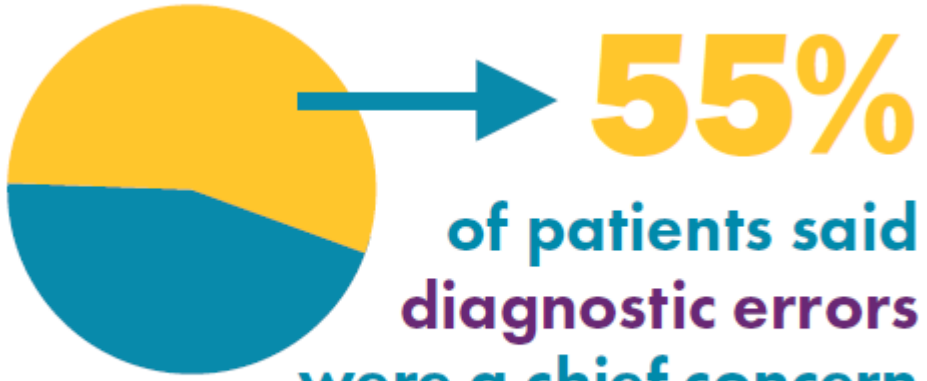
Annually,

1 in 20 outpatients experiences a diagnostic error

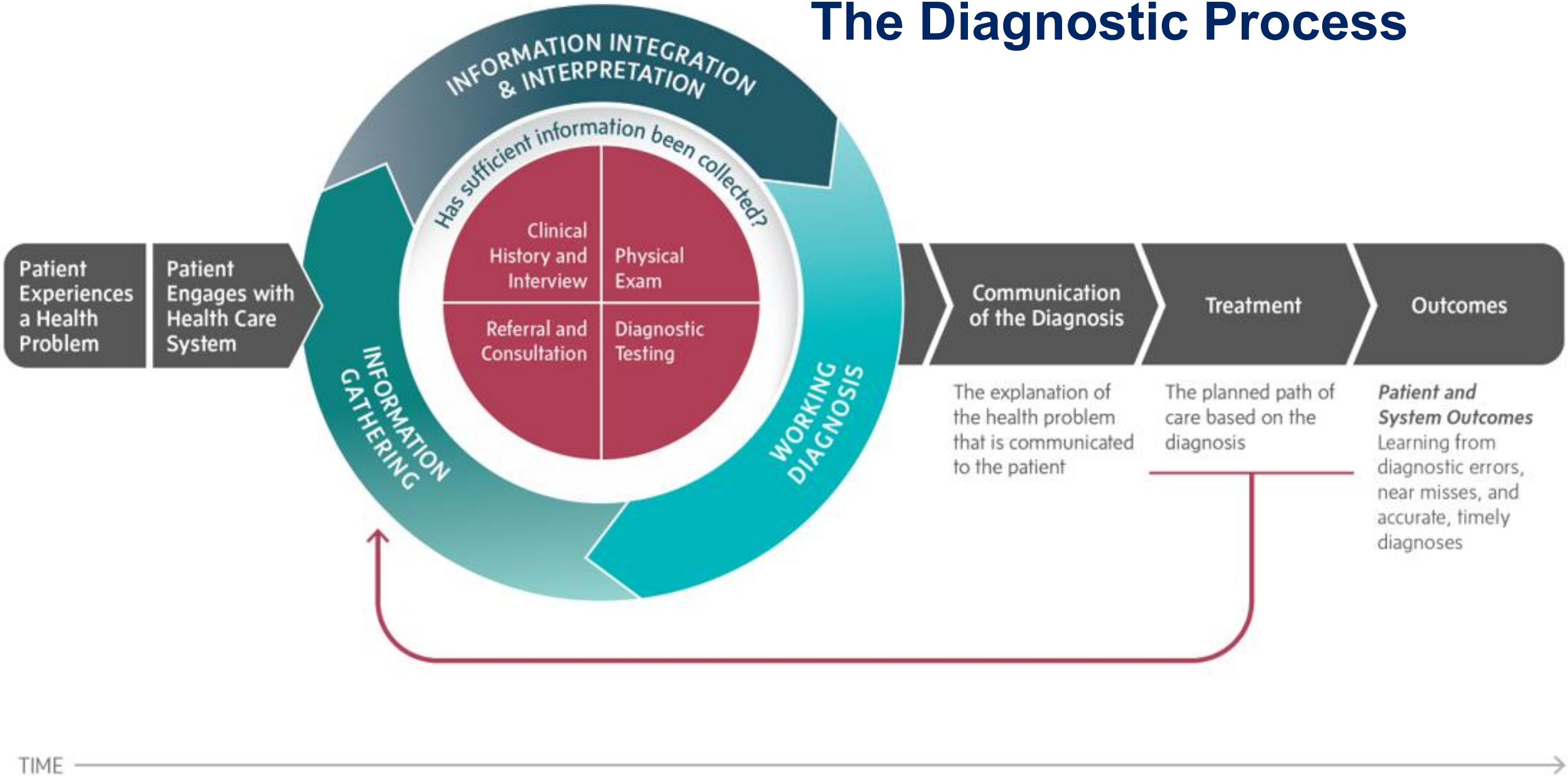


55%

of patients said diagnostic errors were a chief concern in outpatient visits

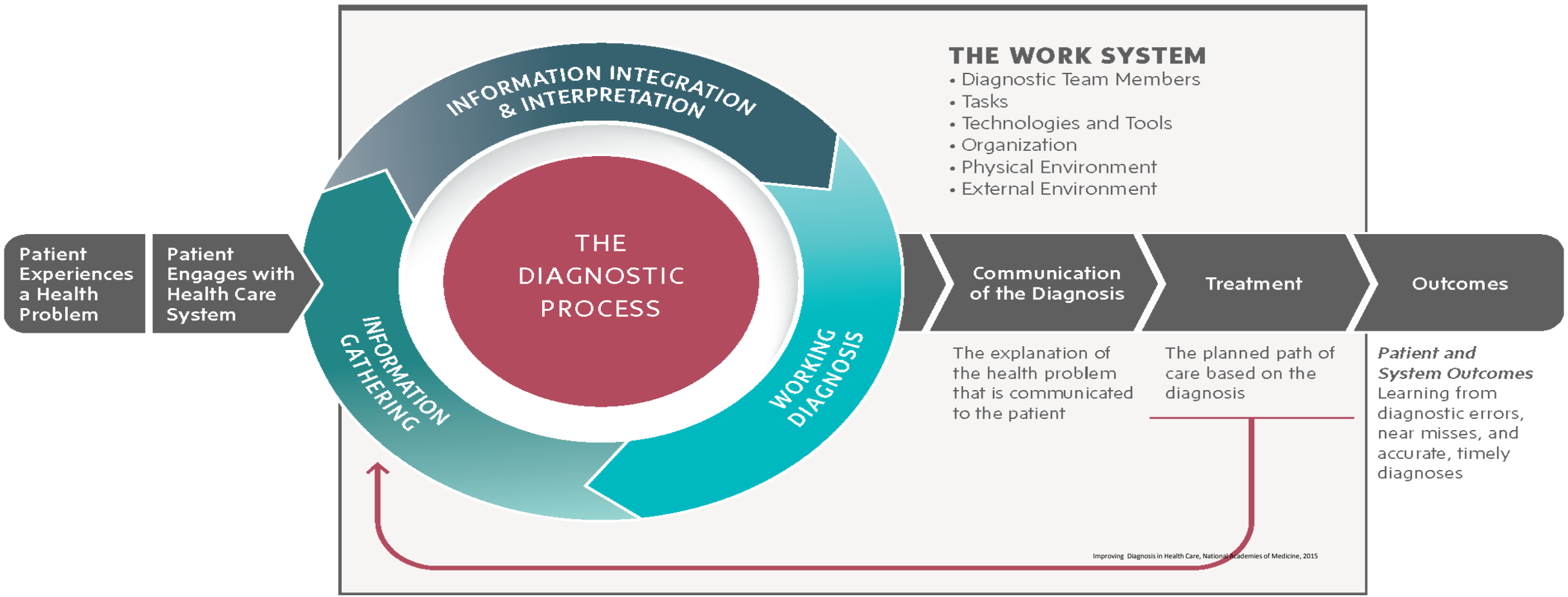
National Academies of Sciences, Engineering, and Medicine. 2015. *Improving Diagnosis in Health Care*. Washington, DC: The National Academies Press. https://doi.org/10.17226/21794.

The Diagnostic Process



Where Failures in the Diagnostic Process Occur

- Failure of Engagement
- Failure in Information Gathering
- Failure in Information Integration
- Failure in Information Interpretation
- Failure to Establish an Explanation for the Health Problem
- Failure to Communicate the Explanation



TIME

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The Patient is In!

- Tell your story well
- Be a good historian
- Keep good records
- Be an informed consumer
- Take charge of managing your health
- Know your test results
- Follow up
- Make sure it is the right diagnosis
- Record your health information and track your progress

https://www.nap.edu/resource/21794/DiagnosticError_Toolkit.pdf

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STRATEGIES TO ENGAGE PATIENTS TO IMPROVE DIAGNOSIS

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Be Prepared to Be Engaged

Be ready

What they want to talk about

Ask questions

Their questions

Speak up

Their health goals

n You

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Be Prepared to Be Engaged!

Be Prepared. Be Engaged.

Today I want to talk about...

1. _____

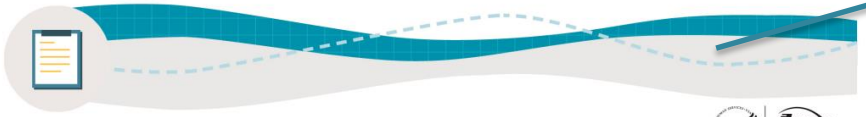
2. _____

3. _____

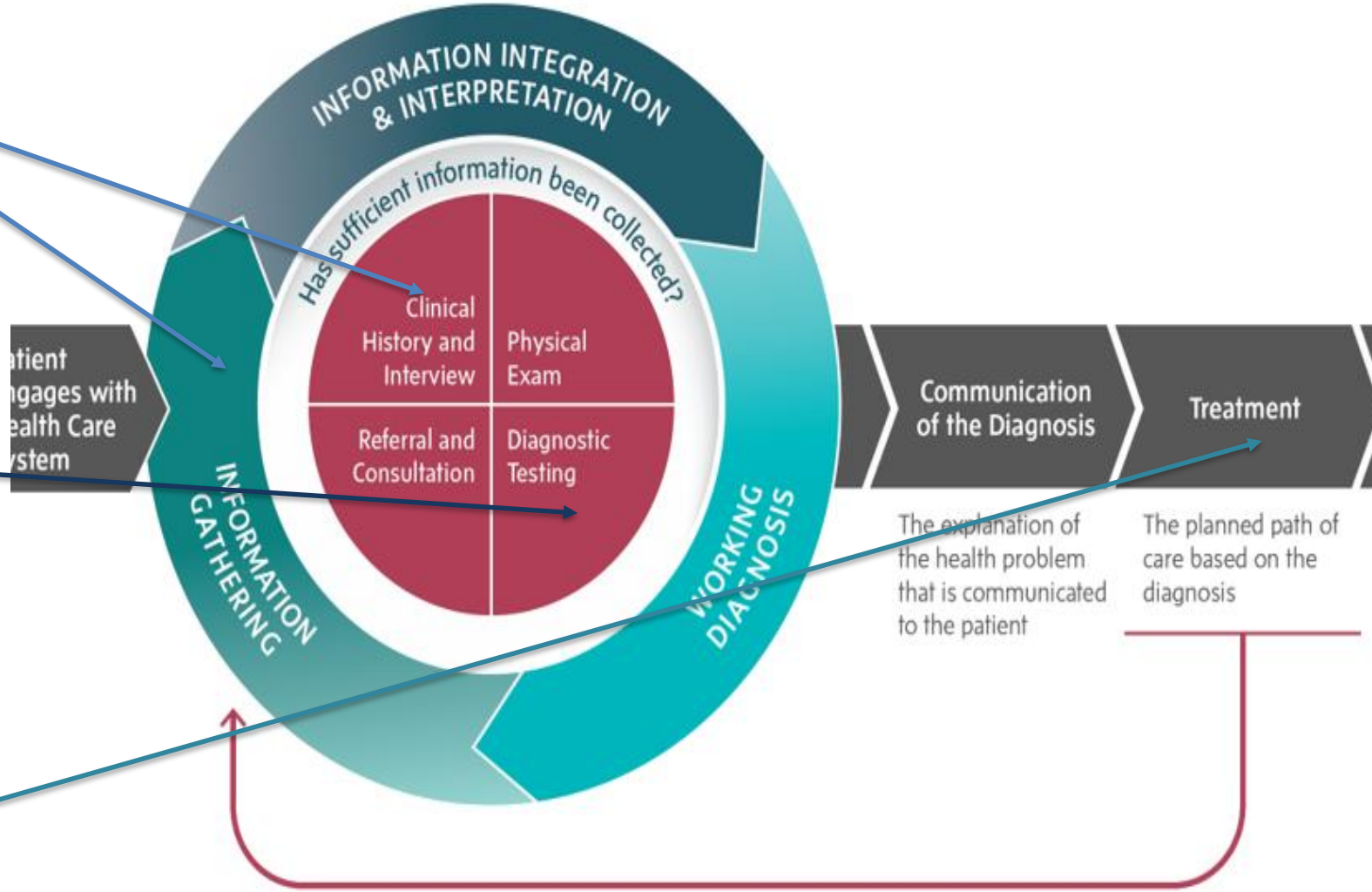
I have questions or concerns about...

☐ My medicines ☐ My medical tests ☐ My treatments

My health goals are...



AHRQ Agency for Healthcare Research and Quality



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Mis metas de salud son...

STAY FESICLY ACTIVE NOT TO WORRY ABOUT the FUTURE
EAT MORE VEGETAVLES FRUITS AND LESS ALCOHOL
KEP RIDING my bISICLE when ever I CAN

AHRQ Agency for Healthcare Research and Quality

https://www.migrantclinician.org/blog/2019/may/patients-health-goals-montana-be-prepared-be-engaged.html

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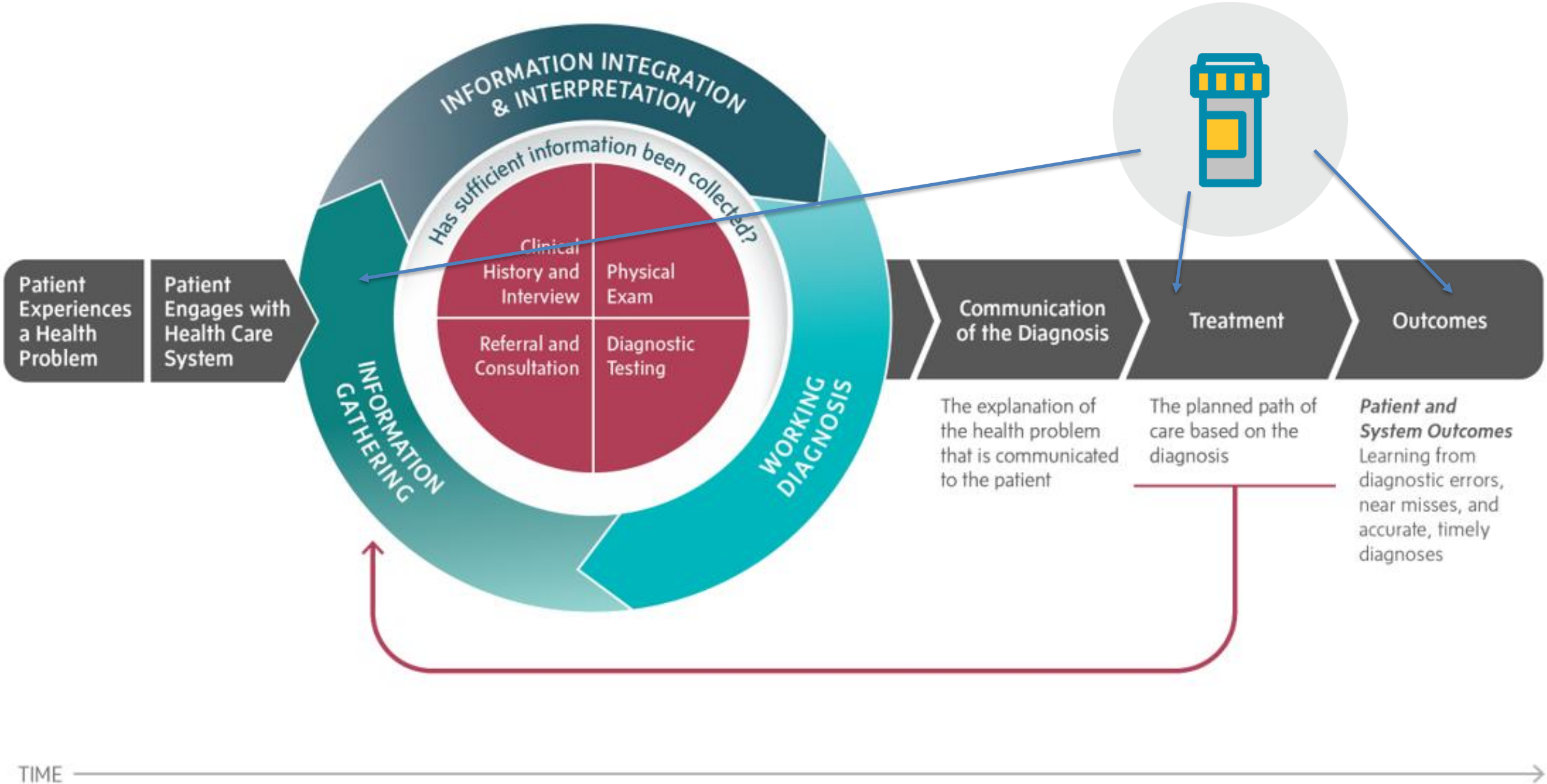
Create a Safe Medicine List – Together!

Knowledge and Compassion ***Focused on You***


INFORMATION INTEGRATION & INTERPRETATION
Has sufficient information been collected?
Clinical History and Interview
Physical Exam
Referral and Consultation
Diagnostic Testing
INFORMATION GATHERING
WORKING DIAGNOSIS
Patient Experiences a Health Problem
Patient Engages with Health Care System
Communication of the Diagnosis
Treatment
Outcomes
The explanation of the health problem that is communicated to the patient
The planned path of care based on the diagnosis
Patient and System Outcomes
Learning from diagnostic errors, near misses, and accurate, timely diagnoses
TIME

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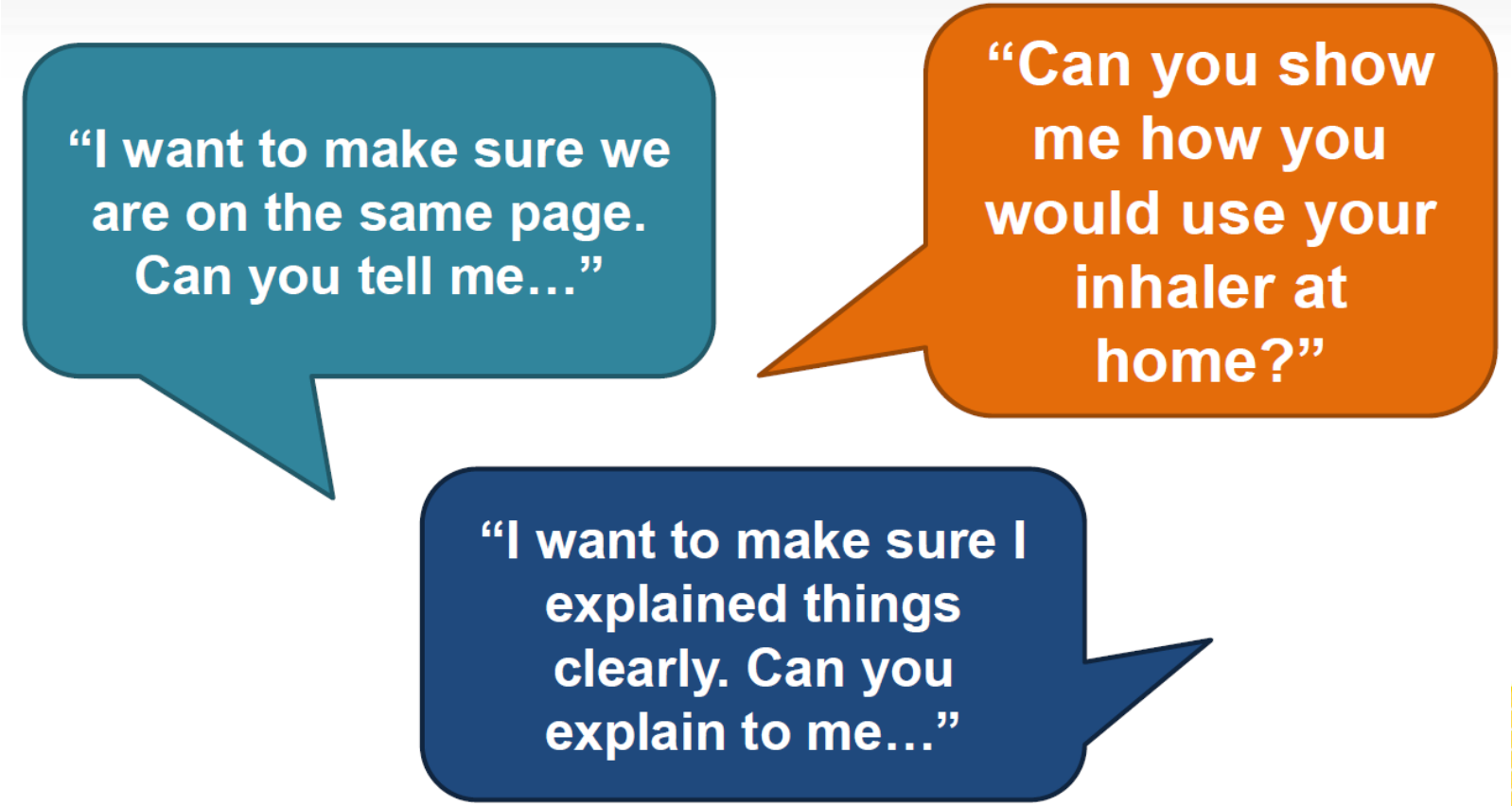
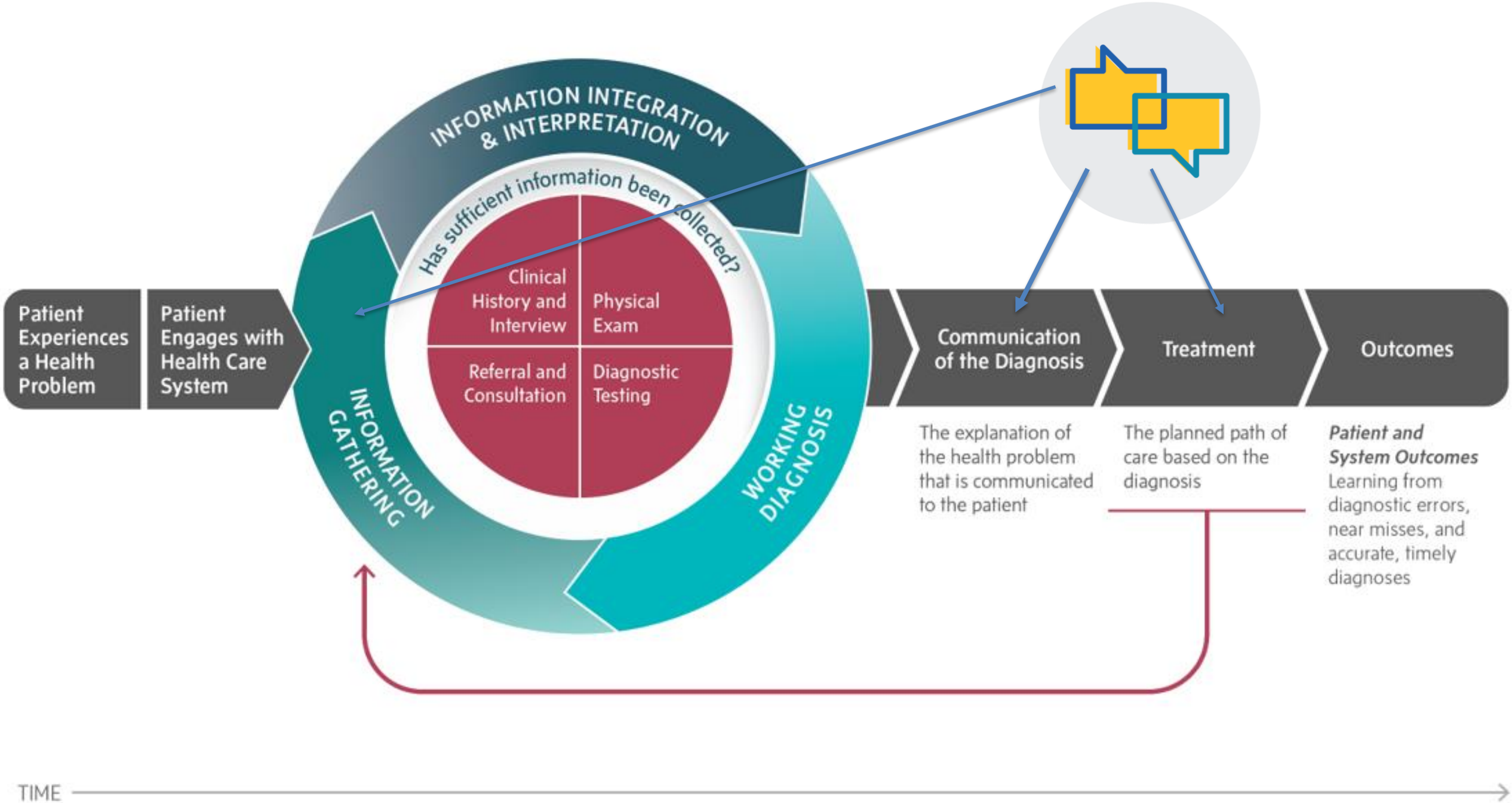
Teach-Back

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QUESTIONS?

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References

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4. National Academies of Sciences, Engineering, and Medicine. 2015. *Improving Diagnosis in Health Care*. Washington, DC: The National Academies Press. https://doi.org/10.17226/21794.
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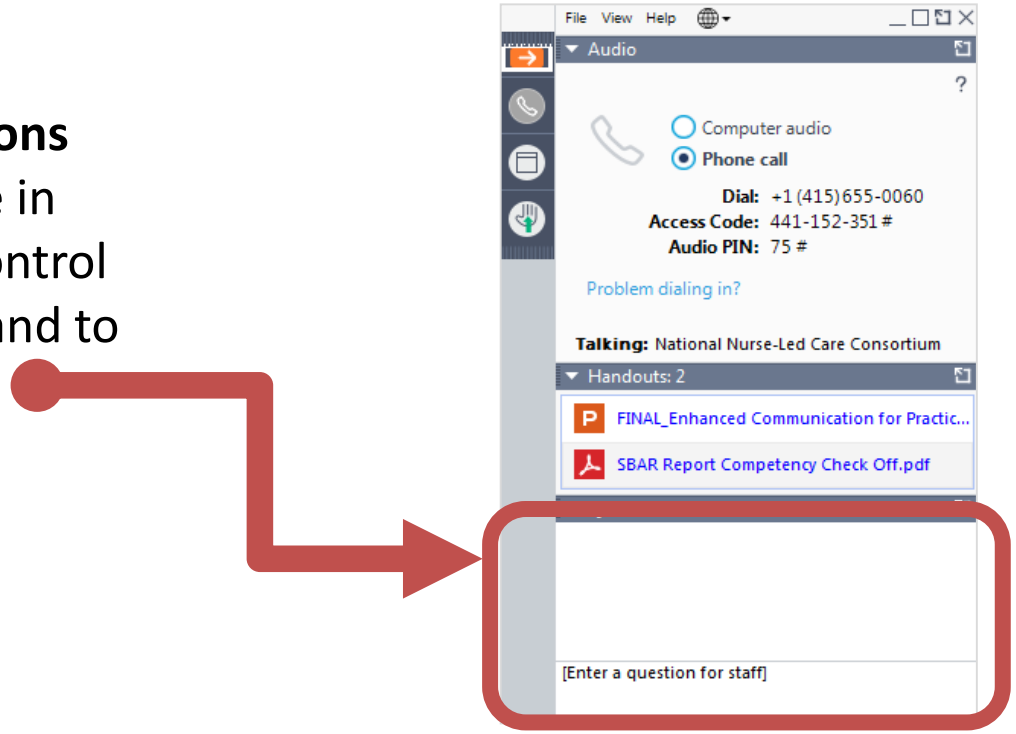
8. Diagnostic Toolkit: https://www.nap.edu/resource/21794/DiagnosticError_Toolkit.pdf

Any Questions??

Please **submit questions** via the question pane in your GoToWebinar control panel or raise your hand to ask a question.



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Coming Up

Improving Diagnostic Outcomes Through Patient Engagement

Join us as Kelly Smith, Ph.D., Principal Investigator at the MedStar Health Research Institute, discusses Patient and Family Engagement in a Healthcare setting.

Register Here

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