

DOMAIN 1: ORGANIZATIONAL LEADERSHIP & SYSTEMS

Practice 1.1: Senior leaders are held accountable for diagnostic safety and quality

- Establish goals for patient engagement, communication, and teamwork
- Convene a multidisciplinary team to promote diagnostic safety and quality
- Communicate progress of diagnostic safety programs

Practice 1.2: The hospital's culture supports diagnostic safety, quality, and transparency

- Demonstrate commitment to diagnostic excellence through CEO leadership
- Promote teamwork
- Target training and education to nurses, pharmacists, and allied health professionals
- Make it easy for hospital staff to report diagnostic errors and concerns
- Openly communicate diagnostic errors to patients

Practice 1.3: Processes and structures are in place to engage patients in their care

- Help patients and their family caregivers communicate complete and accurate information
- Make it easy for patients and family caregivers to report diagnostic errors and concerns
- Empower patients and family caregivers to escalate care
- Encourage patients to use patient portals

Practice 1.4: Processes and structures are in place to identify risks and hazards in the diagnostic process

- Conduct a risk assessment
- Measure and monitor diagnostic safety outcomes
- Optimize the electronic health record to support accurate and timely diagnosis

Practice 1.5: Financial, technological, and staffing resources are allocated to support learning and improvement activities

- Dedicate time for analysis and learning

DOMAIN 2: THE DIAGNOSIS PROCESS

Practice 2.1: Processes and structures are in place to gather accurate and complete information from patients and other sources

- Train clinicians and others involved in the diagnostic process to collect accurate health information

- Correct inaccurate diagnoses and data in the EHR

- Ensure medical interpreters are available

Practice 2.2: Processes and structures are in place to enable correct interpretation and synthesis of information

- Ensure access to radiology experts

- Jointly review diagnostic discrepancies

- Provide needed diagnostic expertise for patients admitted to the emergency department

- Provide knowledge resources to clinicians

- Train clinicians to recognize and minimize cognitive errors

- Implement and monitor adherence to diagnostic guidelines

Practice 2.3: Processes and structures are in place to effectively communicate diagnostic information to patients and ensure timely and complete hand-offs during transitions of care.

- Manage diagnostic uncertainty at handoffs

- Communicate clear instructions to patients discharged with an uncertain diagnosis

- Communicate clear instructions to patients discharged with pending test results

- Implement “closed-loop” communication