**Compendium of Resources to**

**“Tackling Diagnostic Error – A Playbook for your PFAC”**

# Key Terms

**PFAC**: Patient and Family Advisory Committee

**PFA**: Patient and Family Advisor

**Diagnostic error:** An event where one or both of the following occurred, with harm or high potential of harm to the patient:

* Delayed, wrong, or missed diagnosis: At least one missed opportunity to pursue or identify an accurate and timely diagnosis based on the information that existed at that time.
* Diagnosis not communicated to the patient: Accurate diagnosis was available but was not effectively communicated to the patient or family.

**Lived experience:** Personal knowledge about the world gained through direct, first-hand involvement in everyday events rather than through representations constructed by other people.[[1]](#footnote-1)

# References and Guides

**Recognizing Excellence in Diagnosis: Recommended Practices for Hospitals**

* Full report available online at: <https://www.leapfroggroup.org/recognizing-excellence-diagnosis-recommended-practices-hospitals>.

**Determining if your PFAC is ready to tackle diagnostic error**

* Institute for Patient and Family-Centered Care (IPFCC) – PFAC resources to support the creation and operation of PFACs. Available online at: <https://www.ipfcc.org/bestpractices/sustainable-partnerships/engaging/effective-pfacs.html>.
* Patient Family Centered Care Partners (PFCCPartners) – provides resources and support for PFACs and other types of Patient Family Advisors. Available online at: [<https://pfccpartners.com/>](https://pfccpartners.com/).
* American Medical Association (AMA) – produced a module on PFAC development in collaboration with Consumers Advancing Patient Safety and ProjectPatientCare.org. Available online at: [<https://edhub.ama-assn.org/steps-forward/module/2702594>](https://edhub.ama-assn.org/steps-forward/module/2702594).

**Diagnostic error statistics**

* Singh H, Meyer AN, Thomas EJ. The frequency of diagnostic errors in outpatient care: estimations from three large observational studies involving US adult populations. *BMJ Qual Saf*. 2014; 23(9):727-31.
* Leape LL. Counting deaths due to medical errors. *JAMA*. 2002;288(19):2404-5.
* Newman-Toker D, et al. Diagnostic Error in Medicine. *Diagnosis.* 2018; 5(4):Ea100.

**Diagnostic Process**

* Society to Improve Diagnosis in Medicine, The Diagnostic Process. Available online at: <https://www.improvediagnosis.org/processes/the-diagnostic-process/>.
* National Academies of Sciences, Engineering, and Medicine. Improving Diagnosis in Health Care. Washington, DC: The National Academies Press. 2015. Available online at: <https://doi.org/10.17226/21794>.

**Patient Stories**

* Society to Improve Diagnosis in Medicine, StoryBank. Available online at: <https://www.improvediagnosis.org/stories/>.

**Patient Engagement in Medical Education**

* Accreditation Council for Continuing Medical Education Criterion 24, Engaging Patients in CME. Available online at: <https://www.accme.org/tutorials/engaging-patients>.
* Association for Medical Education in Europe, 2019 Annual Meeting Plenary, A Call to Action: Patients as Partners in Health Professions Education and Practice. Available online at: <https://www.youtube.com/watch?v=S7Dj6IVnbjU>.

**PFAC Guides**

* Society to Improve Diagnosis in Medicine, Patient and Family Advisory Council Guides. Available online at: <https://www.improvediagnosis.org/pfac-guides/>.

**Foundational Resources on Diagnostic Error**

* Society to Improve Diagnosis in Medicine, Foundational Readings. Available online at: <https://www.improvediagnosis.org/foundational-readings/>.
* AHRQ, Patient Safety 101 Primers – Diagnostic Errors, September 7, 2019. Available online at: <https://psnet.ahrq.gov/primer/diagnostic-errors>.
* National Academies of Sciences, Engineering, and Medicine. “1 Introduction.” Improving Diagnosis in Health Care. Washington, DC: The National Academies Press. 2015. Available online at: <https://nap.nationalacademies.org/read/21794/chapter/3>.

**“What if” Framework**

* Sheridan S, Merryweather P, Rusz D, and Schiff G. 2020. “What if?: Transforming diagnostic research by leveraging a diagnostic process map to engage patients in learning from errors.” *NAM Perspectives.* Commentary, National Academy of Medicine, Washington, DC.  Available online at: <https://doi.org/10.31478/202002a>.
1. Chandler, D., & Munday, R. (2016). *Oxford: A dictionary of media and communication* (2nd ed.). New York, NY: Oxford University Press. [↑](#footnote-ref-1)