



Workshop 2: "They got it Wrong!" How Patients and Health Professionals can Make a Difference through Collaboration to Obtain a Positive Outcome

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- The Jump Actors

Outline

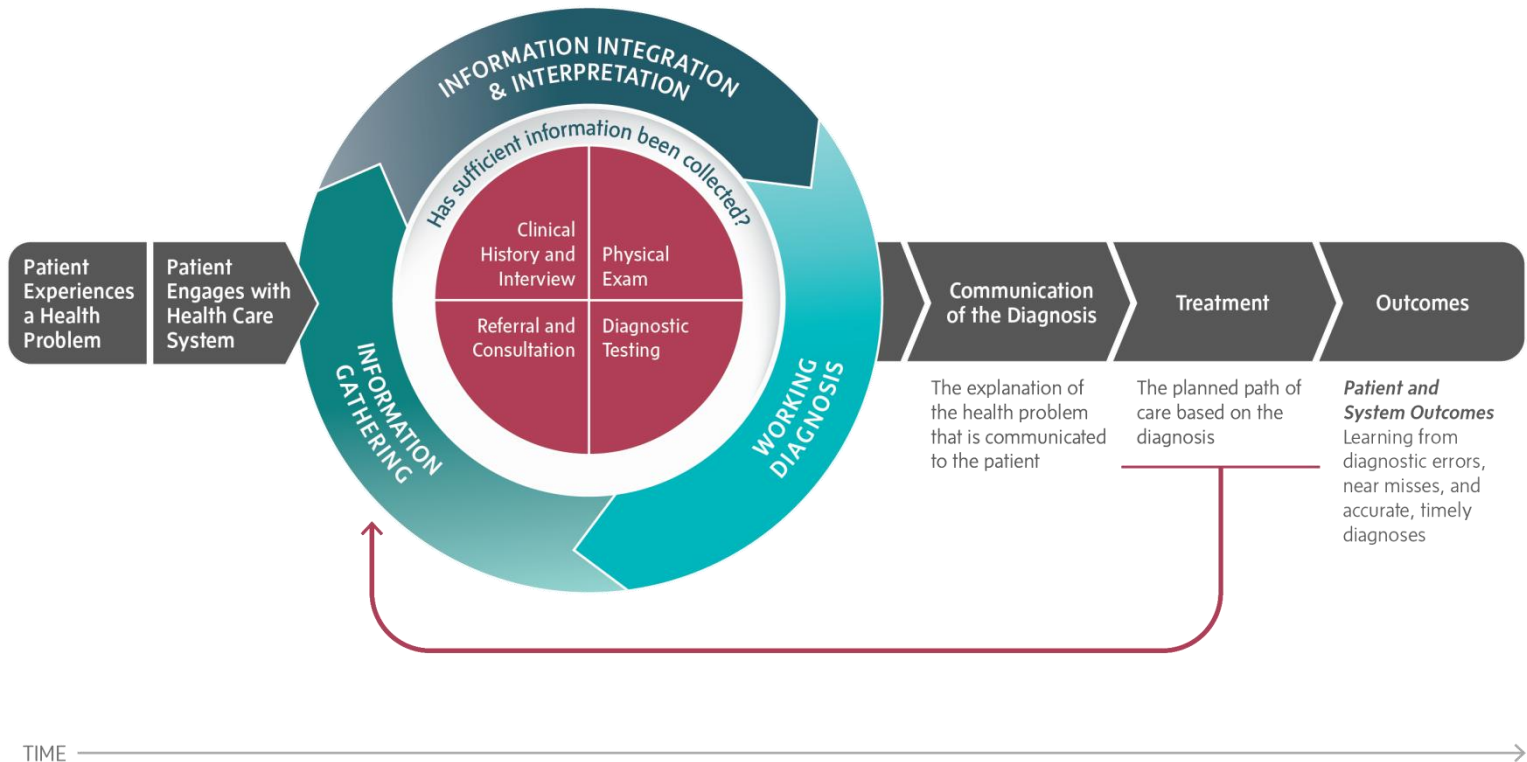
- Definitions of diagnostic error
- Jess's story video
- The Diagnostic Process
- Role play
- Patient toolkit



do no harm

- Jess' story

The Diagnostic Process



The National Academies of
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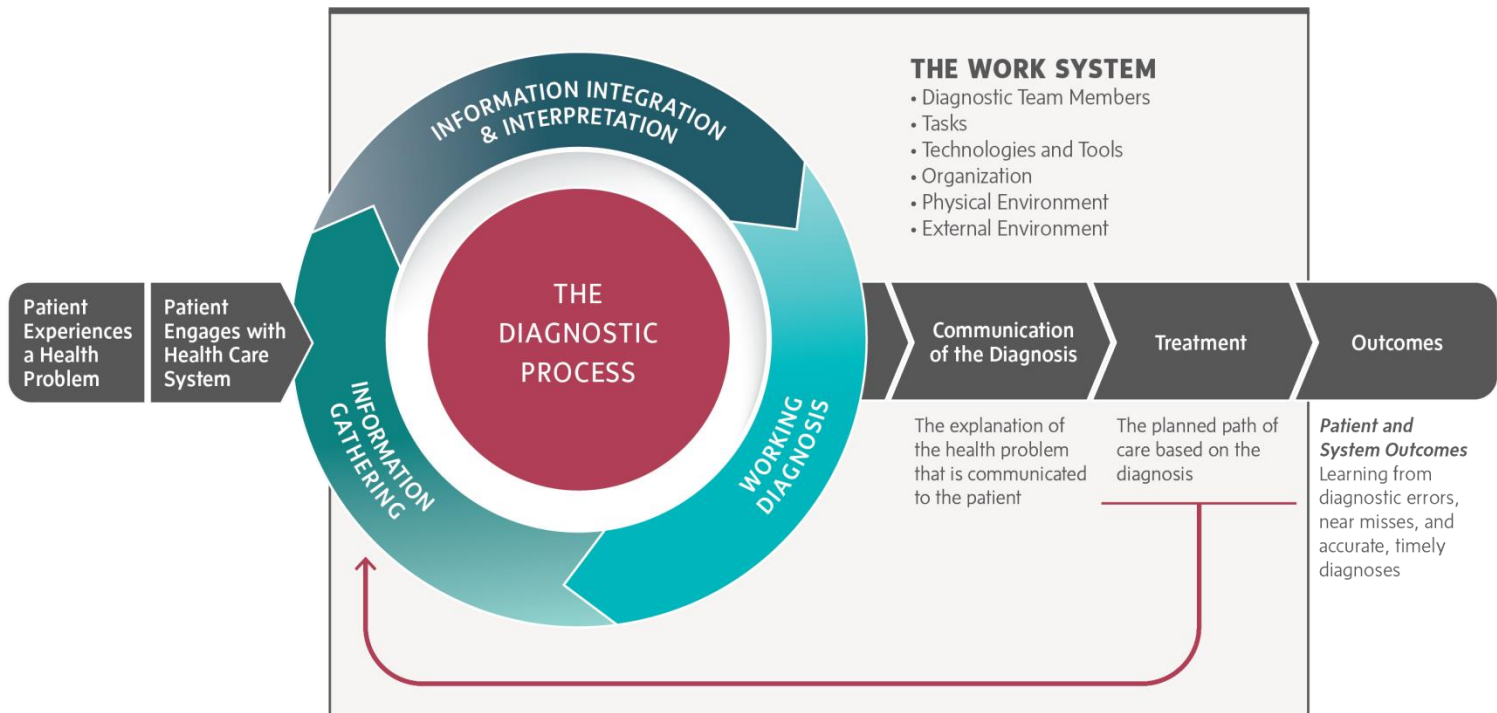
SOURCE: National Academies of Sciences, Engineering, and Medicine. 2015.
Improving Diagnosis in Health Care. Washington, DC: The National Academies Press.

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 →

Definitions

1. Diagnostic error is a mistake in judgment regarding the cause of an illness. (Free Dictionary)
2. Diagnostic error is failure of a planned action to be completed as intended and the use of a wrong plan to achieve an aim. (Institute of Medicine)
3. Diagnostic error refers to a diagnosis that is missed, incorrect or delayed as detected by subsequent definitive information. (Clinical Excellence Commission)

Definitions

4. Diagnostic error is a mistake or failure of the diagnostic process, leading to a misdiagnosis, missed diagnosis or delayed diagnosis. (Isabel Health Care)

5. Diagnostic error is the failure to (a) establish an accurate and timely explanation for the patient's health problem(s) or (b)

Communicate that explanation to the patient. (Improving diagnosis in Healthcare- NAM)

Patient toolkit

- Comparison of Society to Improve Diagnosis in Medicine and National Academy of Medicine toolkits