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Organizational Factors Affecting Diagnostic Quality

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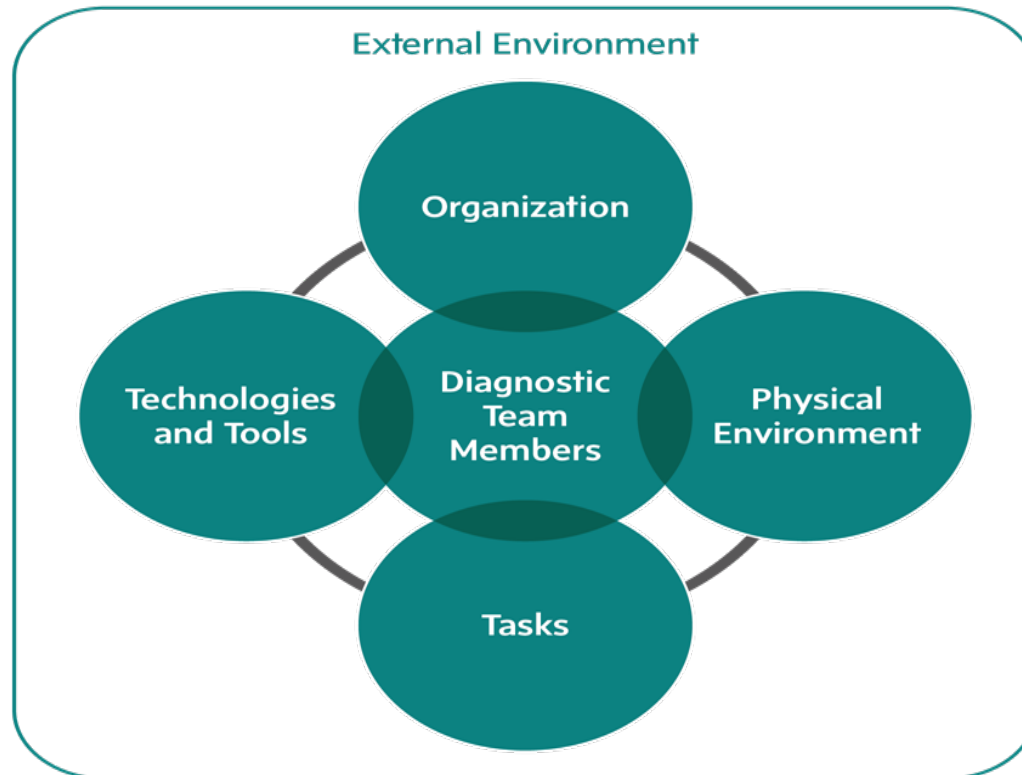


Overview

- NAM Report: Framework for thinking about organizational factors
- Research Examples: Foundations for future work

Work System

The Work System



The National Academies of
SCIENCES • ENGINEERING • MEDICINE

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



Organizational Factors Likely to Affect Diagnosis

- **Formal structures** – integration within and between organizations participating in diagnosis
- **Culture** – safety, professionalism, patient engagement, non-punitive norms
- **Leadership** – senior, mid-level, change champions
- **Key processes** – collaboration and teamwork, communication, feedback, learning, patient-centered care



Research Examples

- Culture
 - ▶ *Patient Safety Culture Surveys*: culture assessment tools for hospitals, nursing homes, ambulatory outpatient medical offices, community pharmacies, and ambulatory surgery centers
- Teamwork
 - ▶ *TeamSTEPPS*[®]: evidence-based teamwork system to improve communication and teamwork skills among health care professionals



Research Examples (cont'd)

- Organization
 - ▶ *Patient-Centered Medical Home*: transforming how primary care is organized and delivered.
 - ▶ *Comparative Health System Performance Initiative*
 - *Purpose*: to identify, classify, track, and compare health care delivery systems to understand the organizational and environmental factors affecting the use of evidence-based medicine
 - Initiative will develop a “Compendium” that will enable users to access health system data and information about practices aimed at improving patients’ outcomes through the use of PCOR evidence
 - What data would be beneficial to better understand and improve diagnosis?



Appendix: AHRQ Resources

- Comparative Health System Performance Initiative
<http://www.ahrq.gov/professionals/systems/pcor-centers/index.html>
- Patient Safety Culture Surveys
<http://www.ahrq.gov/professionals/quality-patient-safety/patientsafetyculture/index.html>
- TeamSTEPPS[®]: Strategies and Tools to Enhance Performance and Patient Safety
<http://www.ahrq.gov/professionals/education/curriculum-tools/teamstepps/index.html>
- Patient-Centered Medical Home Resource Center
<https://pcmh.ahrq.gov/>
- Care Coordination
<http://www.ahrq.gov/carecoordination>