

# Did you know...



57%

of all diagnostic failures happen in ambulatory care.<sup>1</sup>



1 in 20

patients who attend a primary care appointment this year will experience a diagnostic error.<sup>2</sup>

79% of diagnostic errors are related to the patient-clinician encounter.<sup>3</sup>

up to 56% of these errors are related to miscommunication during the patient-clinician encounter.<sup>3</sup>



## Optimize diagnostic safety by engaging patients and families.



Encourage patients to share their story with the **Be The Expert On You** note sheet.



Build a collaborative environment using the **60 Seconds To Improve Diagnostic Safety** strategy.

- 1- CRICO Strategies, 2014 Annual Benchmarking Report: Malpractice Risks in the Diagnostic Process. Cambridge, MA: Harvard Medical Institutions; 2015. <https://www.rmhf.harvard.edu/Malpractice-Data/Annual-Benchmark-Reports/Risks-in-the-Diagnostic-Process>. Accessed July 13, 2021.
- 2- National Academies of Sciences, Engineering, and Medicine. Improving Diagnosis in Health Care. Washington, DC: National Academies Press; 2015. <https://www.nap.edu/catalog/21794/improving-diagnosis-in-health-care>. Accessed July 13, 2021.
- 3- Singh H, Giardina TD, Meyer AND, Forjuoh SN, Reis MD, Thomas EJ. Types and origins of diagnostic errors in primary care settings. JAMA Intern Med 2013;173(6):418-425. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3690001/>. Accessed July 13, 2021.