

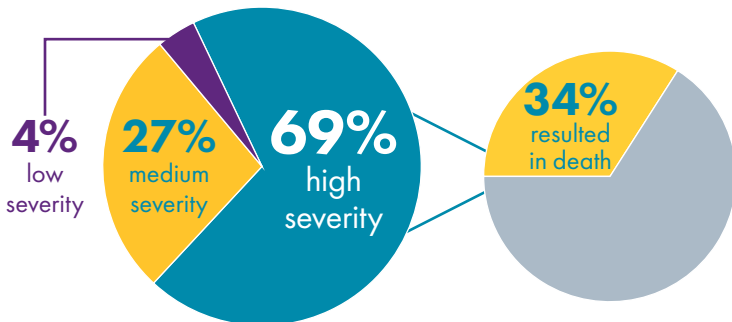
# Did you know...

**1 in 3** patients experiences a diagnostic error firsthand.<sup>1</sup>



**33%** of all diagnostic-related malpractice cases have **1+ communication** breakdowns.<sup>2</sup>

Of diagnostic-related malpractice cases...<sup>3</sup>

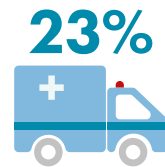


**Diagnostic-related communication failures occur across all settings.**<sup>4</sup>

Outpatient  
**55%**



Emergency Department  
**23%**



Inpatient  
**22%**



Inappropriate testing, wrong treatments & malpractice lawsuits result in expenses over **\$100 billion per year.**<sup>5</sup>



## Improve Communication and Teamwork Among Providers by Using the TeamSTEPPS® for Diagnosis Improvement Course



Module 1: Introduction



Module 2: Diagnostic Team Structure



Module 3: Communications



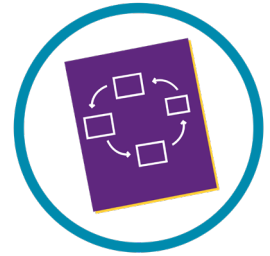
Module 4: Leadership



Module 5: Situation Monitoring



Module 6: Mutual Support



Module 7: Putting It All Together

### References

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3. Hoffman J, Raman S. Communication Factors in Malpractice Cases. Cambridge, MA: CRICO; 2012. [https://www.rmhf.harvard.edu/-/media/Files/Global/KC/PDFs/Insight\\_Comm\\_2012.pdf](https://www.rmhf.harvard.edu/-/media/Files/Global/KC/PDFs/Insight_Comm_2012.pdf). Accessed January 5, 2022.
4. Malpractice Risks in Communication Failures: 2015 Annual Benchmarking Report. Boston, MA: CRICO Strategies; 2015. <https://www.rmhf.harvard.edu/Malpractice-Data/Annual-Benchmark-Reports/Risks-in-Communication-Failures>. Accessed January 5, 2022.
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TeamSTEPPS® for Diagnosis Improvement

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