

Addressing Diagnostic Error

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IMPROVING DIAGNOSIS IN HEALTH CARE

<http://nas.edu/improvingdiagnosis>

QUALITY CHASM SERIES

The National Academies of
SCIENCES • ENGINEERING • MEDICINE

What is the number ??

40,000 – 80,000 deaths (autopsy data)

1 in 10 diagnoses are wrong (secret shoppers)

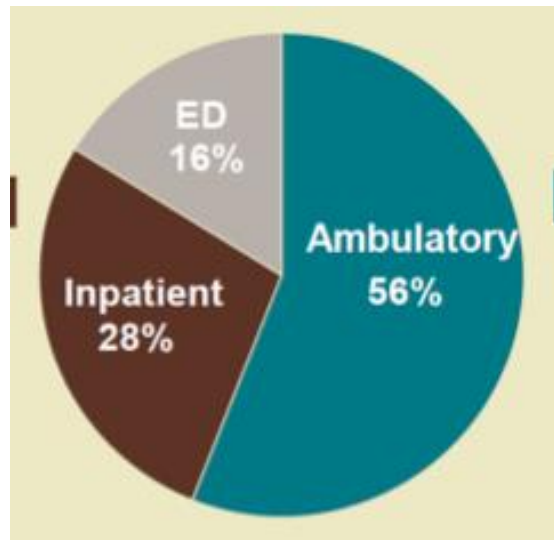
1 in 3 people surveyed have experienced a dx error (survey)

Most common cause for a malpractice claim (CRICO, VA, KP)

1 in 20 patients will experience a dx error every year (chart review)

“It is likely that most of us will experience at least one diagnostic error in our lifetime, sometimes with devastating consequences.”

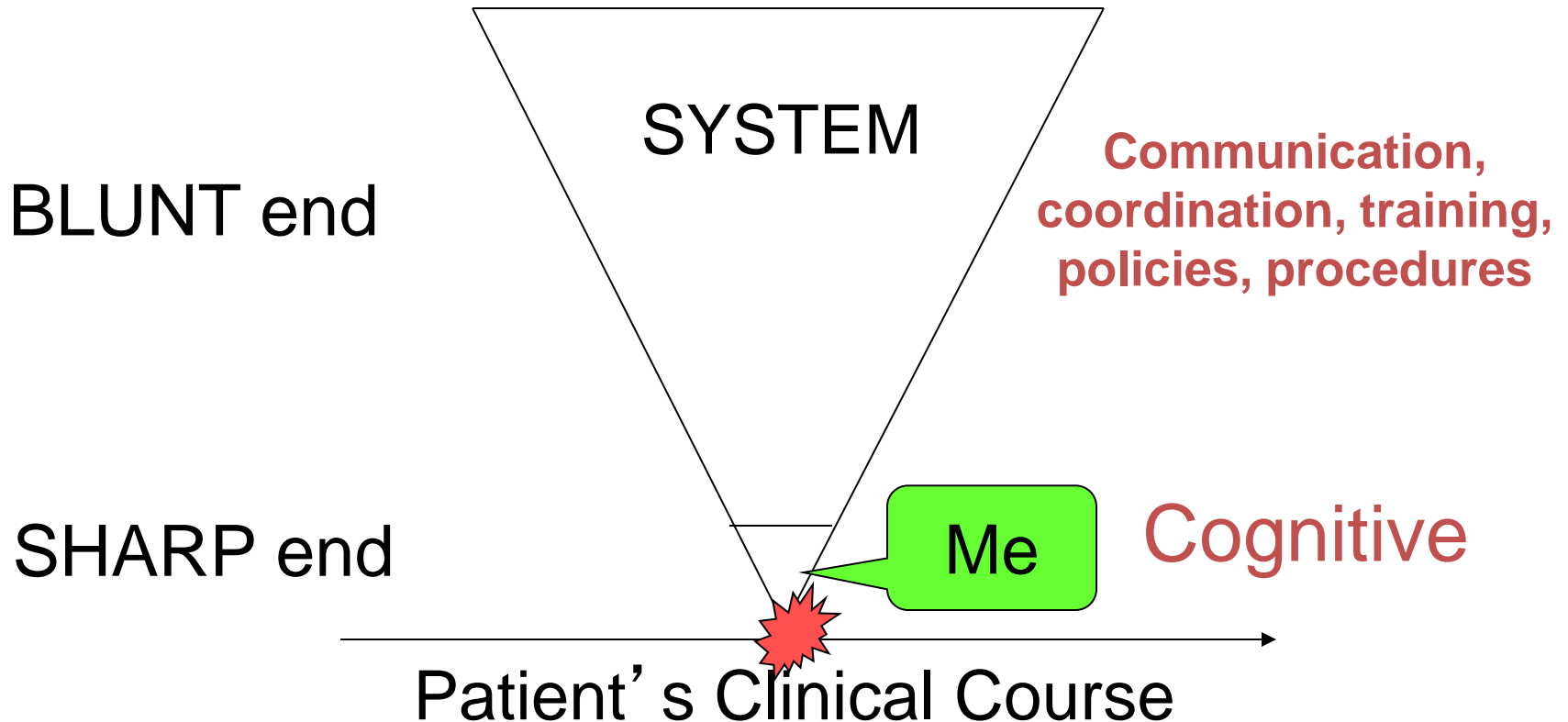
Where do they happen?



CRICO - Analysis of 4519 claims related to diagnostic error

Why do they happen?

Dx is complex -- 10,000 diseases
Uncertainty at every step



IOM Conclusion

- Getting the right diagnosis is a key aspect of health care: it provides an explanation of a patient's health problem and informs every subsequent health care decision
- Diagnostic errors persist through all settings of care and harm an unacceptable number of patients; Diagnostic error is a significant but underappreciated challenge to health care quality

IOM Report Recommendations

- 1 Improve communication and teamwork** in every healthcare setting (Patients, MD's, RN's, Radiology, Pathology, everyone)
- 2 Education:** Ensure medical training programs promote dx competency (Course on diagnosis, interdisciplinary); Assess competency
- 3 ONC and vendors** should work to optimize the use of health IT to improve diagnosis (Usability, decision support, for measurement, address unanticipated consequences)
- 4 HCO's** should identify, learn from and reduce dx errors, monitor the dx process, provide feedback to providers; Resurrect autopsies

IOM Report Recommendations

- 5 **Professional societies** should identify opportunities in their domains to improve dx
- 6 **AHRQ** should help promote reporting through PSO's, provide a Common Format for dx
- 7 **Payment reform:** Provide time for dx; de-emphasize coding
- 8 **Research:** HHS, DOD, VA to develop a coordinated and funded research agenda by 2016

Policy Implications

What's the Cost of Dx Error?

The Need for Research

The Problem of Ownership

What's the Cost of Diagnostic Error?

At a time when we know the cost of EVERYTHING in health care

And when the cost of healthcare is SO HIGH, and RISING

And we know that potentially one third of health care costs could be WASTE....

THE COST OF DIAGNOSTIC ERROR HAS NEVER BEEN ESTIMATED

The Need for Research

41 Research Priorities in the IOM Report:

Patient & family engagement – 6
Educating healthcare professionals – 5
Health IT – 7
Finding, analyzing, reducing Dx error – 15
Work system improvements – 4
Policy and finance - 4

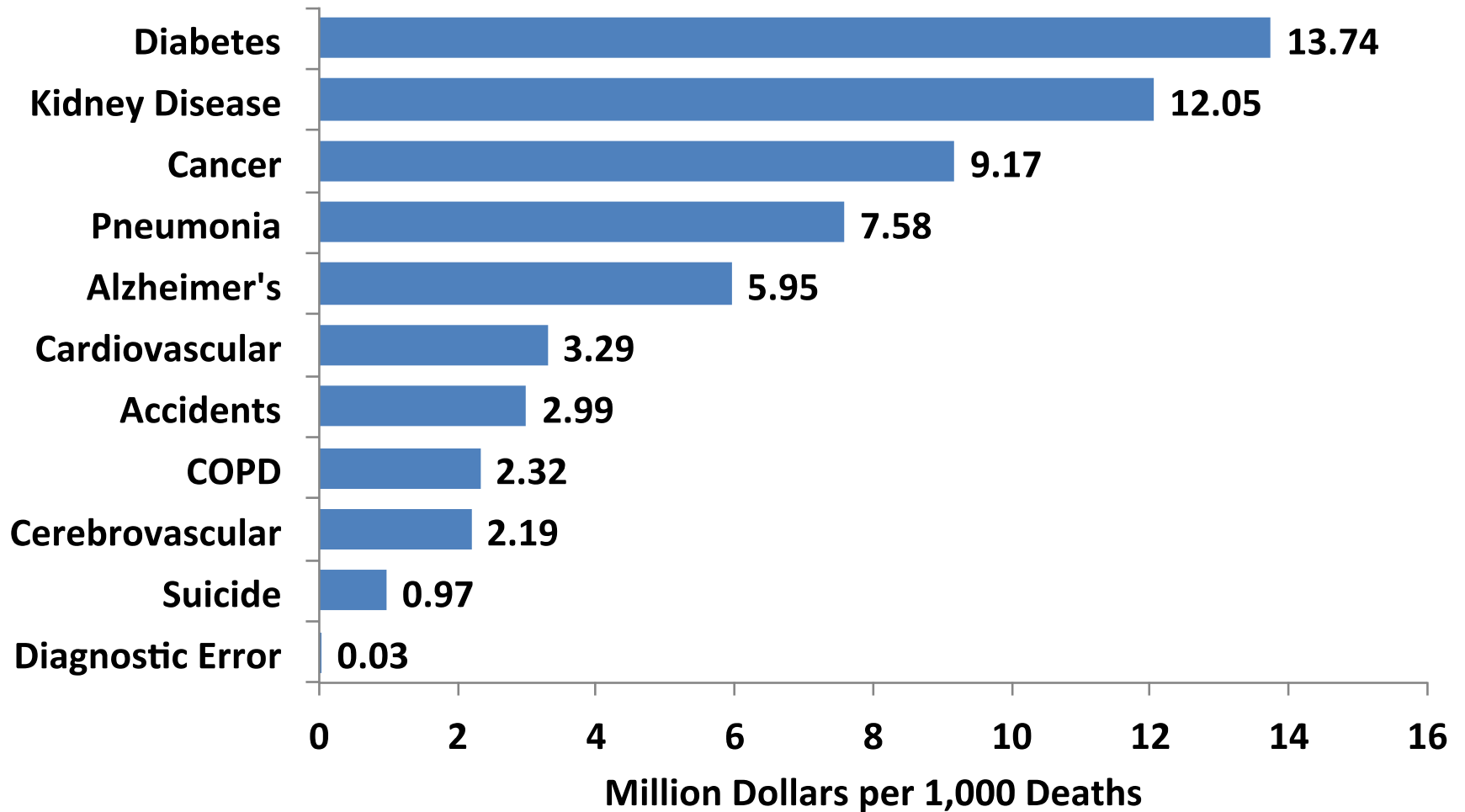
How can we measure diagnostic performance ??
What IS the likelihood of dx error in practice today ??
What IS timely diagnosis ??
What interventions work ??

Top 10 Causes of Death

Cardiovascular disease	596,339
Cancer	575,313
Chronic lower respiratory disease	143,382
Cerebrovascular disease	128,831
Accidents	122,777
Alzheimer's disease	84,691
Diabetes	73,282
DIAGNOSTIC ERROR	60,000
Pneumonia and influenza	53,677
Kidney diseases	45,731
Suicide	38,285

Research Funding on Leading Causes of Death

Data: GAO (costs) and CDC (deaths), in 2011



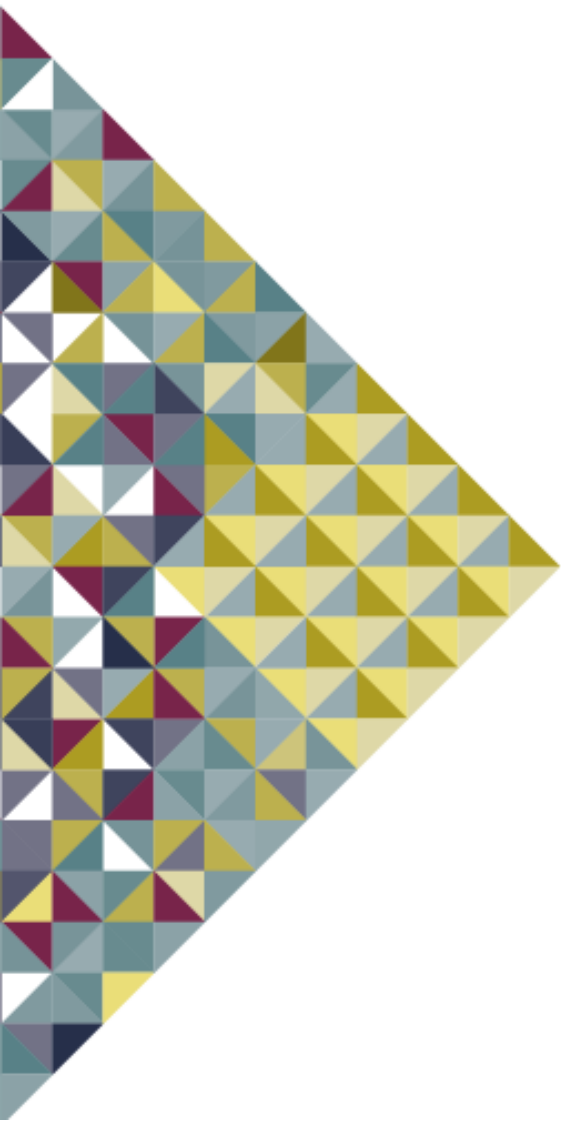
The Problem of Ownership

Hospitals:
Its not
OUR
problem !



Docs: Its not
MY problem !

Oversight
Organizations:
Its not OUR problem !



“Improving the diagnostic process is not only possible, but it also represents a moral, professional, and public health imperative.”