

# Understanding Diagnostic Errors



## Diagnostic Errors

di•ag•nos•tic er•ors

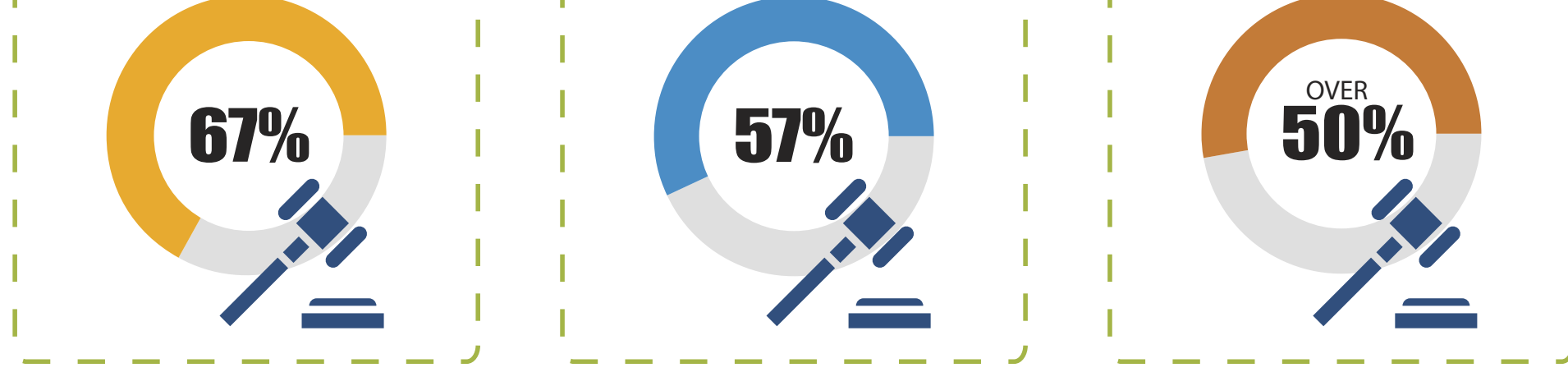
noun

Failure to establish an accurate and timely explanation of patient's health problems.

## Diagnosis-Related Medical Malpractice

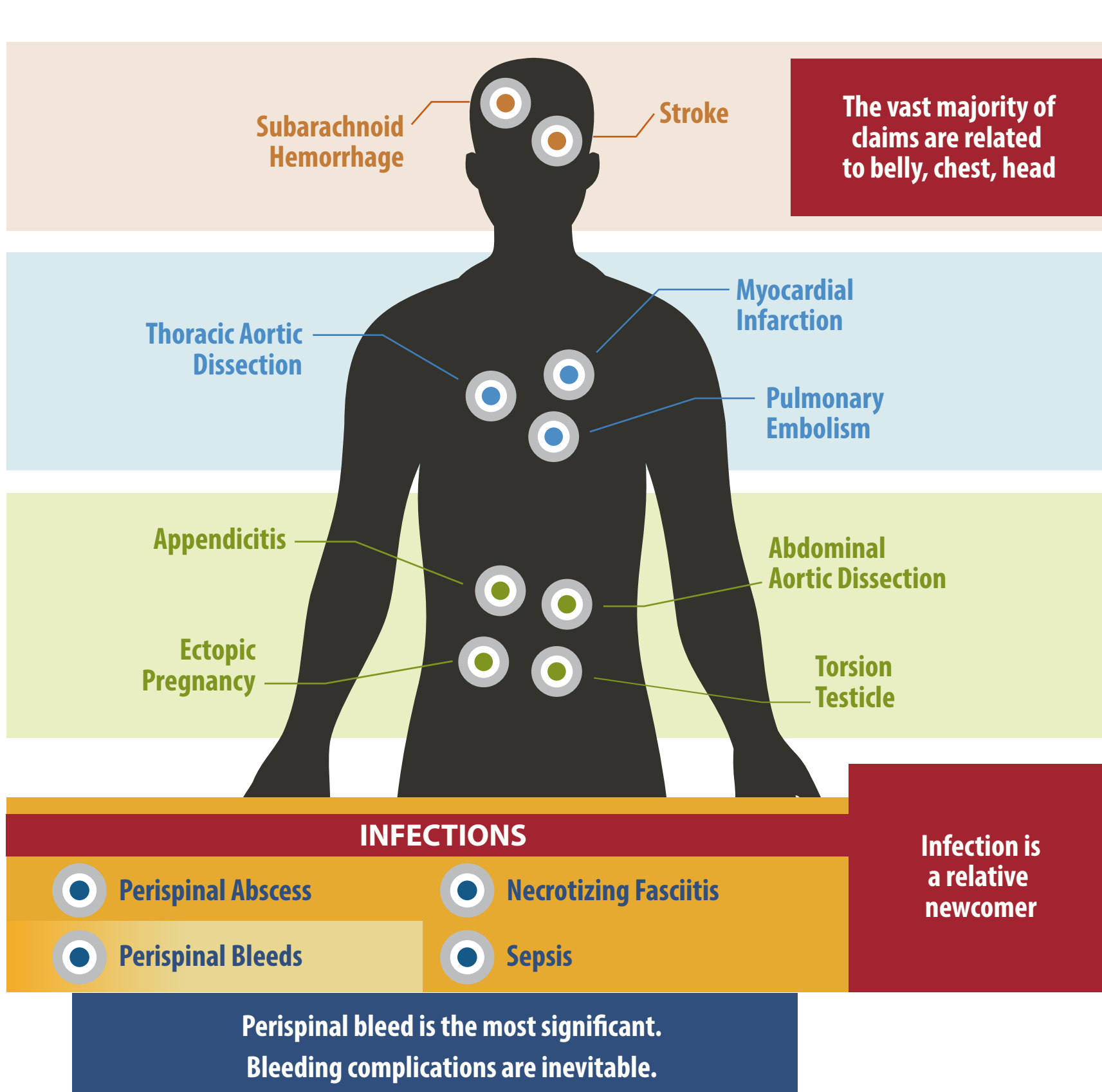
### DIAGNOSTIC ERROR

Cited in at least 50% of malpractice claims, according to 3 different data sources.

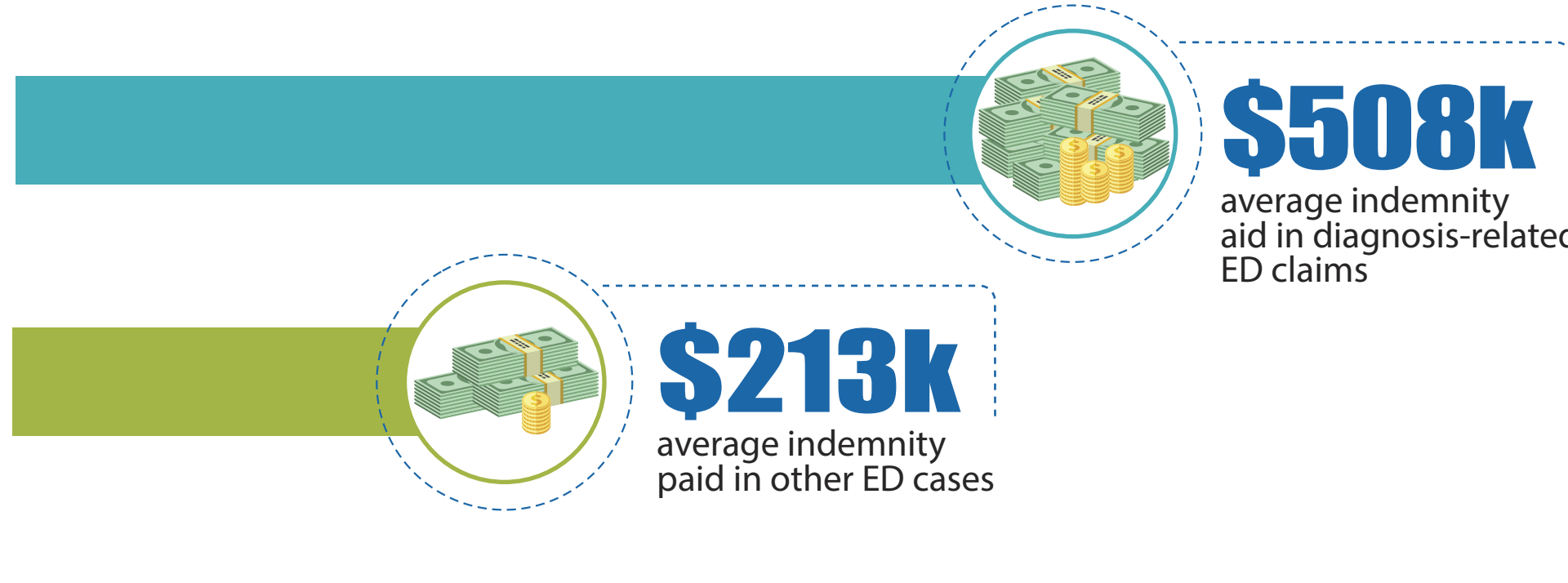


### COMMON EM CLAIMS

Head, Chest, Abdomen & Infections



### ED CASES INVOLVING DIAGNOSTIC FAILURES COST MORE



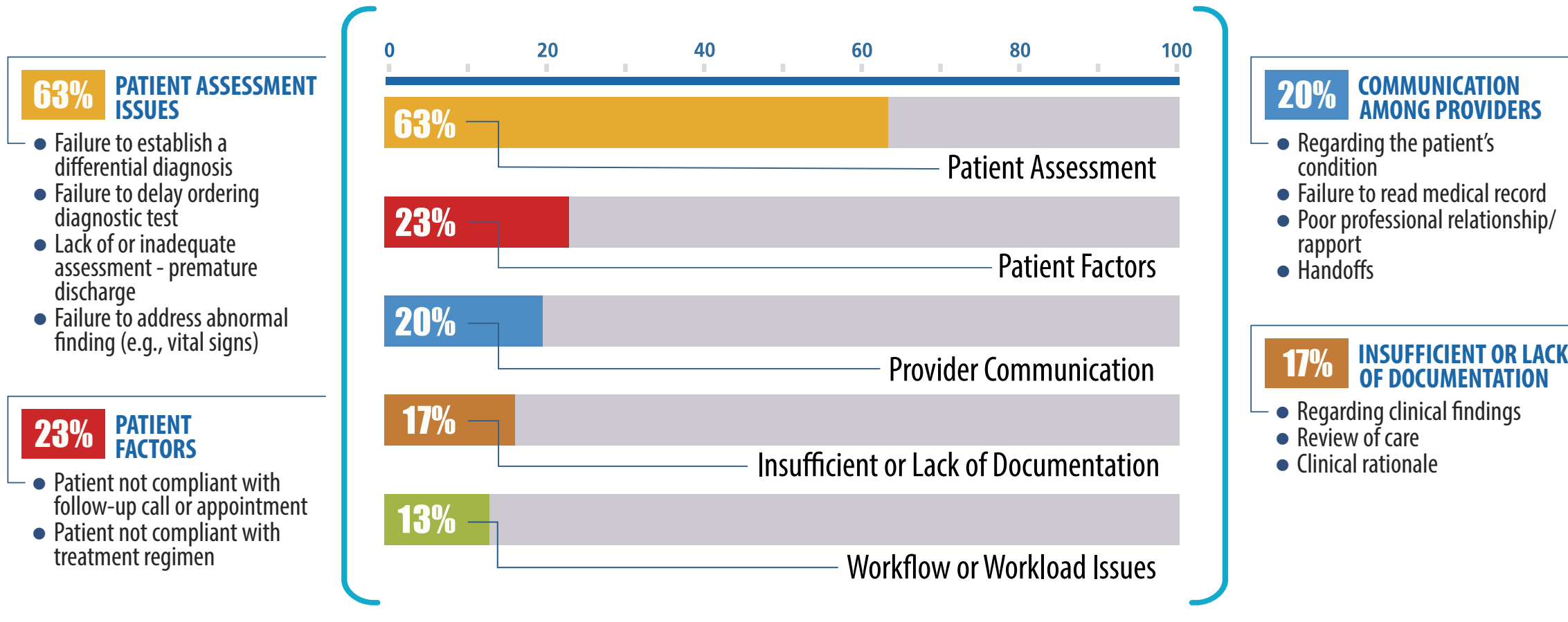
## Factors Involved in Failure to Diagnose Cases

85% of claims in ED diagnosis-related malpractice claims cite an inadequate assessment.

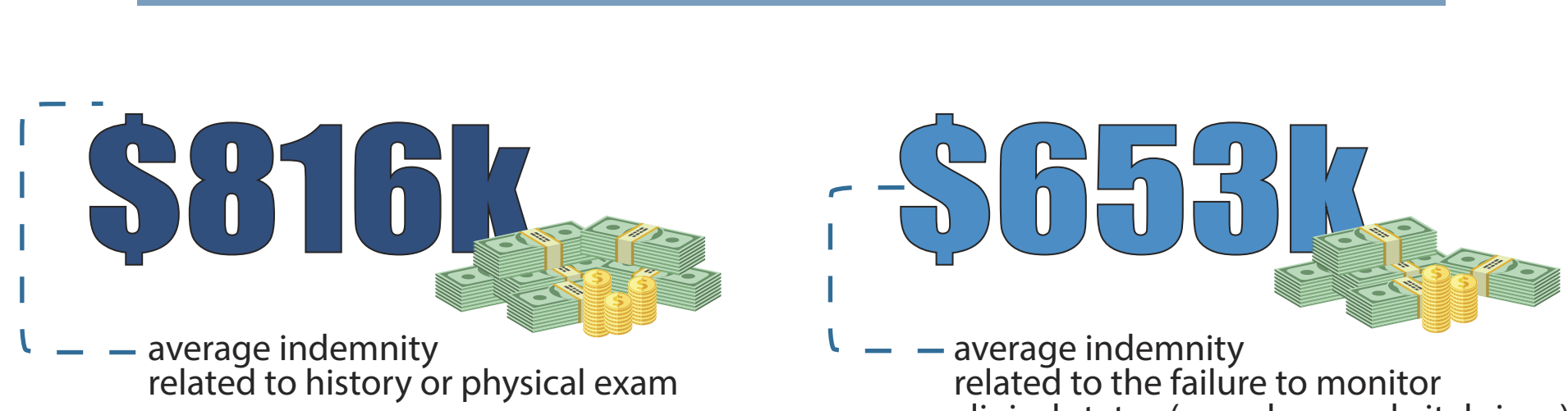
### DIAGNOSIS-RELATED CLAIMS STEM FROM ERRORS THROUGHOUT THE PROCESS OF CARE

	Percent of Cases	Average Indemnity		Percent of Cases	Average Indemnity
1	6%	\$529k	7	7%	\$576k
2	11%	\$816k	8	26%	\$566k
3	30%	\$653k	9	43%	\$499k
4	65%	\$525k	10	9%	\$488k
5	5%	\$670k	11	5%	\$220k
6	22%	\$463k			

## Failures in the Diagnostic Process

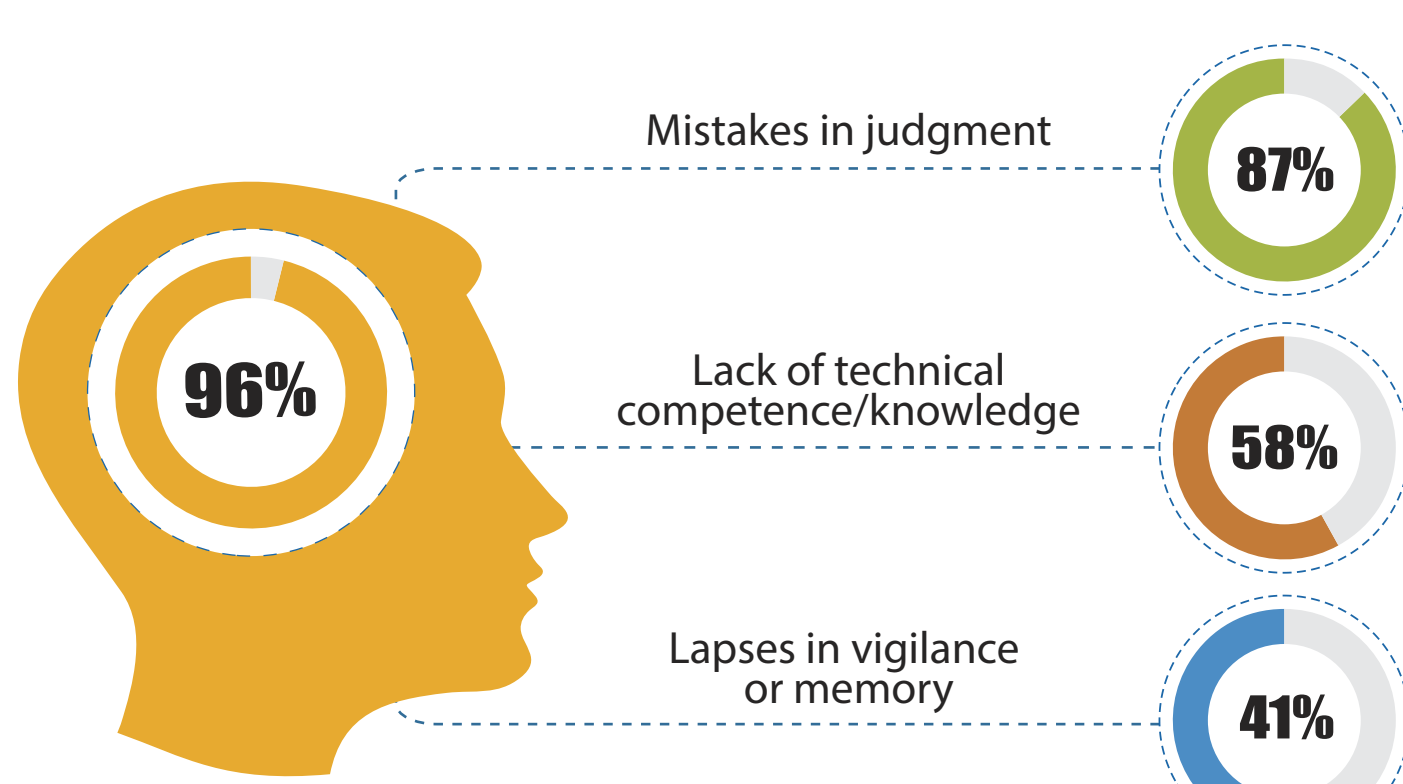


## Average Indemnity-Related Failure in Diagnostic Process



## Cognitive Errors

Cognitive errors were involved in 96% of cases.



## Systematic Causes of Diagnostic Errors

### INADEQUATE COMMUNICATION

Inadequate collaboration & communication among clinicians, patients, and families



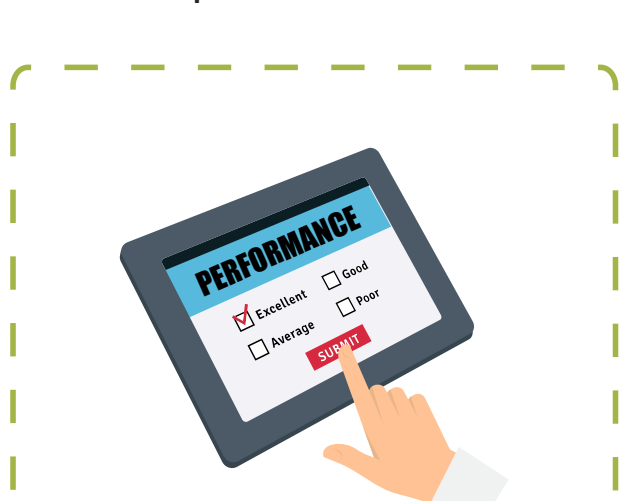
### INEFFICIENT WORK SYSTEM

A healthcare work system that is not well-designed to support the diagnostic process



### LIMITED PERFORMANCE DATA

Limited feedback to clinicians about diagnostic performance



### LACK OF SAFETY CULTURE

A culture that discourages transparency & disclosure of diagnostic errors

