Organizational Factors Affecting Diagnostic Quality

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Overview

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

- Patient Safety Culture Surveys

- TeamSTEPPS®: Strategies and Tools to Enhance Performance and Patient Safety

- Patient-Centered Medical Home Resource Center
  [https://pcmh.ahrq.gov/](https://pcmh.ahrq.gov/)

- Care Coordination
  [http://www.ahrq.gov/carecoordination](http://www.ahrq.gov/carecoordination)