

Guide for Clinical Leaders

Calibrate Dx: A Resource To Improve Diagnostic Decisions

To achieve diagnostic excellence, clinicians need feedback on their diagnostic performance. Calibrate Dx is a resource to help clinicians find and analyze cases in a structured way to gain insights on how they can improve their diagnostic skills. Leaders can help clinicians incorporate Calibrate Dx into their routine practice so they can consistently learn from different cases and recalibrate their diagnostic decision making.

This guide is intended to help clinical leaders pave the way for clinicians to start using Calibrate Dx. It presents four steps leaders can take to help implement the resource: (1) Prepare, (2) Make a Plan, (3) Implement Resource, and (4) Evaluate and Iterate.

Prepare

Motivate

- Define the purpose and goals for implementing this resource (such as improving diagnostic reasoning and skills).
- Consider incentives you could offer clinicians willing to participate. Examples include protected nonclinical time, continuing medical education credits, points toward academic or faculty development requirements, and financial incentives. To get additional buy-in and resources, consider engaging top management and other leadership about the potential impact of reducing diagnostic errors.

Facilitate

- Anticipate and eliminate potential barriers. For example, work with the appropriate points of contact in your organization to address requirements related to confidentiality or privilege protections and the Privacy and Security Rules of the Health Insurance Portability and Accountability Act. Be ready to address concerns about how information generated through the activity might be shared and used within your organization and for what purposes.

Educate

- Assign a champion (which could include you) to facilitate implementation. This person should become familiar with the Calibrate Dx resource and the Revised Safer Dx Instrument, as they will likely become the point person for questions and concerns.

Recruit

- Sell your vision to clinicians you hope will participate. For example, give presentations to a larger group.

“I think all clinicians want to do the right thing and be great diagnosticians and have great patient satisfaction. And patient safety is always first and foremost. But sometimes we get bogged down in the weeds and... in the processes that aren't efficient or not necessarily safe...”

Getting enough clinicians to give feedback for things like this could make a real impact... not only moving forward, but also... a better sense of wellbeing at the end of the day...”

*Calibrate Dx field test user,
family medicine physician*



Make A Plan

Program Structure

- Assign teams. Teams of two or three clinicians who can meet regularly (e.g., monthly, quarterly) are ideal to discuss cases reviewed using Calibrate Dx. If teams are not possible, individual clinicians can still use the tool. Identifying a leader within the group might be beneficial for helping the group stay on task and for driving progress.
- Assign administrative staff to help teams set up recurring times and places for meetings, set up calendar invites, and send reminder emails.
- Decide how to distribute the resource (electronically, printed), how clinicians should record their findings, and how to store completed documents securely.
- Identify larger group settings for willing participants to share insights and learning with a broader audience. For example, incorporate lessons into existing meetings such as journal clubs or morbidity and mortality conferences.

Guidance for Clinicians

- Gauge clinician comfort for reviewing others' cases as well as their own. Clinical leaders can model discussion of their own cases to bolster psychological safety. It may be helpful to also accommodate clinicians who prefer to only review their own cases and share insights with the group.
- Help clinicians identify types of cases to review. At the beginning, teams will often need help deciding which types of cases to review. You can use table 2 on page 5 in the Calibrate Dx resource to help jumpstart the brainstorming process or you could suggest they start with a sampling of cases from their most recent time on service.
- Decide how clinicians will identify specific cases for review (see page 7 in the Calibrate Dx resource).

Implement Resource

- Follow up with team members about logistical issues or questions about the resource.
- Identify barriers to clinicians using the resource and address them when possible.
- Facilitate action on organizational changes needed to improve diagnostic safety that clinicians may identify by completing this activity.

Evaluate And Iterate

- Gauge clinician perceptions and track your measures of success.
- Identify learning opportunities for quality improvement.
- Identify system issues and communicate them to others in the organization (such as quality or safety officer) for further review.

Following this plan will help clinical leaders incorporate Calibrate Dx into their organization's practices and improve their clinicians' diagnostic performance over time, thus reducing the risk of negative patient outcomes.