



## Reducing Diagnostic Error: Measurement Considerations

### BACKGROUND

Diagnostic errors are defined as the failure to establish or communicate an accurate and timely assessment of the patient's health problem. Diagnostic errors persist through all care settings and can result in physical, psychological, or financial repercussions for the patient. While most people will experience at least one diagnostic error in their lifetime, the challenge in recognizing and defining a diagnostic error has left a gap in quality improvement and measurement. Recognizing that healthcare is an evolving, complex system performance, NQF will engage stakeholders from across the spectrum to explore the complex intersection of issues related to diagnostic error.

In 2016, The National Quality Forum (NQF) convened a multistakeholder committee to develop a conceptual framework for measurement of diagnostic quality and safety to identify high-priority measures or measure concepts to reduce diagnostic harm (under contract HHSM-500-2012-0009I, Task Order HHSM-500-T0026). The report that emerged presented an initial framework intended to guide development of measures related to diagnostic quality and safety. While this work helped to establish a shared understanding of the key areas of measurement for diagnostic quality and safety, there remains a pressing need for practical guidance in applying the framework to actual measure development.

NQF will use its unique expertise and capabilities to further explore issues related to measurement of diagnostic error through a report that will update and refine relevant portions of the 2017 Diagnostic Quality and Safety Measurement Framework and provide examples of how the concepts described in that framework can be applied to specific Use Cases. The overall goal of identifying Use Cases is to provide specific stakeholders, including providers, payers, health systems and performance measure developers with specific and developed ideas for advancing best practices and healthcare quality measurement to reduce diagnostic error.

### COMMITTEE CHARGE

NQF will convene a multistakeholder Committee charged with providing guidance and input to accomplish the project objectives:

- Convene a multistakeholder committee to guide and provide input on all phases of the project, as well as engage NQF members and public stakeholders at key points throughout the project;
- Expand the prior 2017 environmental scan of priority measure concepts, areas for future measure developers, and relevant measures specific to the Diagnostic Process and Outcomes domain of the Diagnostic Quality and Safety Measurement Framework. Cross-cutting themes, as applicable to this domain, may also be updated;
- Develop Use Cases for applying measures and measurement principles, to serve as models for stakeholders looking to reduce diagnostic error and improve safety. These high-impact Use Cases will reflect varied healthcare systems, settings, payers, and populations; and
- Develop a written report with comprehensive recommendations applicable to the refined and updated of priority measure concepts, areas for future measure developers, and relevant measures specific to the Diagnostic Process and Outcomes domain of the Diagnostic Quality and Safety Measurement Framework. These recommendations will guide stakeholders as they measure and reduce diagnostic error and improve safety (including reduction of near-misses) across various healthcare systems, settings, payers and populations.

## COMMITTEE STRUCTURE

The Committee will include no more than 25 individuals seated for one year.

**Participation on the Committee requires a significant time commitment. To apply, you should be available to participate in all currently scheduled calls/meetings.** Over the course of the Committee member's term, additional calls may be scheduled, or calls may be rescheduled based on project needs; new dates will be set based on the availability of the majority of the Committee.

### Committee participation includes:

- Participation in the Committee Orientation Web Meeting
- Participation at seven Committee Web Meetings in order to meet the goals and objectives of the project

### Table of scheduled meeting dates

Meeting	Date/Time
Committee Web Meeting #1: Committee Orientation; Review of Preliminary Environmental Scan/Report (1 hour)	Wednesday, October 2, 2019
Committee Web Meeting #2: Committee Additional Feedback and Review of Environmental Scan	Friday, October 18, 2019
Committee Web Meeting #3: Identify and Obtain Input on High Priority Use Cases (Use Cases 1&2)	Wednesday, December 11, 2019

Meeting	Date/Time
Committee Web Meeting #4: Prioritize Measure and Identification of Measure Gaps (Identify two additional high priority diagnostic errors Use Cases)	Wednesday, January 15, 2020
Committee Web Meeting #5: Finalize Measure Recommendations and Gaps (Review and Update Use Cases 1&2)	Thursday, March 12, 2020
Committee Web Meeting #6: Review and update Use Cases (Use Cases 3&4)	Wednesday, May 13, 2020
Committee Web Meeting #7: Continue Updates to Use Cases	Tuesday, June 30, 2020
Committee Web Meeting #8: Final Review of Report, Public Comments	Tuesday, September 1, 2020

#### PREFERRED EXPERTISE & COMPOSITION

Committee members are selected to ensure representation from a variety of stakeholders, including patients, purchasers, providers, health professionals, plans, suppliers, community and public health, and healthcare quality experts. Because NQF attempts to represent a diversity of stakeholder perspectives on committees, a limited number of individuals from each of these stakeholder groups can be seated onto a committee.

NQF is seeking nominees with relevant expertise representing the Society to Improve Diagnosis in Medicine and research and underserved communities; patient safety organizations; health services delivery administration; federal representatives; diagnostic process measurement and evaluation; and electronic health record development vendors. To populate this committee, NQF will draw from its membership of over 420 diverse stakeholders and other organizations to provide input on all phases of the work (i.e., guidance on the environmental scan, Use Cases and recommendations). Using a detailed recruitment plan, NQF will also solicit nominations for patients, caregivers, and representatives affected by diagnostic error and patient safety for committee appointment. NQF will work to ensure that all stakeholder groups are appropriately represented.

**Please review the NQF [Conflict of Interest Policy](#) to learn about how NQF identifies potential conflict of interest.** All potential Committee members must disclose any current and past activities prior to and during the nomination process in order to be considered.

#### CONSIDERATION & SUBSTITUTION

Priority will be given to nominations from NQF Members when nominee expertise is comparable. Please note that nominations are for an individual, not an organization, so “substitutions” of other individuals are not permitted. Committee members are encouraged to engage colleagues and solicit input from colleagues throughout the process.

## APPLICATION REQUIREMENTS

Nominations are sought for individual subject matter experts. Self-nominations are welcome. Third-party nominations must indicate that the individual has been contacted and is willing to serve.

To nominate an individual to the Committee, please **submit** the following information:

- A completed [online nomination form](#), including:
  - a brief statement of interest
  - a brief description of nominee expertise highlighting experience relevant to the project
  - a short biography (maximum 100 words), highlighting experience/knowledge relevant to the expertise described above
  - curriculum vitae or list of relevant experience (e.g., publications) *up to 20 pages*
- A completed disclosure of interest form. This will be requested upon your submission of the nominations form.
- Confirmation of availability to participate in currently scheduled calls and meeting dates. Projects actively seeking nominees will solicit this information upon submission of the online nomination form.

## DEADLINE FOR SUBMISSION

All nominations *MUST* be submitted by **6:00 pm ET on Friday, August 30, 2019**.

## QUESTIONS

If you have any questions, please contact the project team at [diagnosticerror@qualityforum.org](mailto:diagnosticerror@qualityforum.org). Thank you for your interest.