Improving Diagnostic Quality and Safety/Reducing Diagnostic Error: Measurement Considerations Project: Committee Orientation Web Meeting 1

The National Quality Forum (NQF) convened a web meeting for the Improving Diagnostic Quality and Safety/Reducing Diagnostic Error: Measurement Considerations Project with the CMS GTL on October 2, 2019.

Welcome and Review of Meeting Objectives

Jean-Luc Tilly, NQF Senior Project Manager, opened the call and welcomed participants. NQF staff introduced themselves and reviewed the purpose and objectives for the Committee orientation web meeting. Desi Quinnonez, NQF Project Analyst, called roll to ascertain which Committee members were present.

Mr. Tilly reviewed the meeting objectives, including:

- Provide a brief orientation to the National Quality Forum
- Review roles, Committee charge, project objectives, and activities
- Review timeline of project
- Review previous work of the Improving Diagnostic Quality and Safety Committee
- Review environmental scan findings to date
- Review updates to Diagnostic Process and Outcomes domain

Overview of NQF

Ms. Quinnonez reviewed NQF's three-part mission to build consensus on national priorities and goals for performance improvement and working in partnership to achieve them; endorse national consensus standards for measuring and publicly reporting on performance; and promote the attainment of national goals through education and outreach programs. The overview included NQF's governance structure and current related projects.

Project Overview

Mr. Tilly reviewed the project objectives. In developing the environmental scan, NQF will update the existing measure inventory, identify new measure concepts and high-priority areas for measure development, and revisit the Diagnostic Process and Outcomes domain of the measurement Framework, including updating applicable cross-cutting themes.

The new environmental scan and revised framework will serve as lynchpins to support the work of developing four use cases, drawn from the Diagnostic Process and Outcomes domain of the framework. These use cases will identify a cause of a diagnostic error, propose a comprehensive resolution, and include setting- and population-specific considerations in the application of the

resolution. As well, the Committee will advance recommendations to reduce diagnostic error and improve safety in a variety of systems and settings.

NQF also reviewed the project timeline, including dates for upcoming web meetings and project deliverables, including both the final environmental scan report and the final recommendations and use cases report.

Finally, NQF reviewed the roles of the Committee, Co-chairs, NQF staff, and NQF members, including division of labor and responsibility in the successful execution of this project and the development of key deliverables.

Introduction to Framework

Andrew Lyzenga, NQF Senior Director, reviewed the framework published by the Diagnostic Quality and Safety Committee, including domains and subdomains, with a particular focus on the Diagnostic Process and Outcomes domain. He also reviewed the environmental scan findings specific to each subdomain in that domain and each cross-cutting theme.

Environmental Scan

Mr. Tilly reviewed NQF's approach to the environmental scan, including the research questions at the outset of the project, the strategy for selecting key terms, and the sources consulted for the literature review. Mr. Lyzenga reviewed the key findings of the literature review, including new frameworks for measuring and preventing diagnostic errors, new evidence on the role of patient engagement, and information on cognitive biases. Mr. Tilly reviewed updates to the measure inventory and new measure concepts. No major updates to the subdomains or cross-cutting themes were identified.

Committee Discussion

The Committee reviewed a set of slides provided by David Newman-Toker, Committee Co-chair. The slides proposed an approach to selecting the use cases and presenting their resolutions. Dr. Newman-Toker suggested choosing diagnostic errors with broad representation along multiple dimensions, including different disease groups, clinical settings, encounter types, adverse events, and with differentials in the anticipated possible solutions. Likewise, he presented research listing the most common serious harms and diagnostic errors in order to guide the selection of the use cases. He then advanced four possible "starting point" use cases, tied to a specific condition and covering various causes of diagnostic error.

The Committee discussed the possible levels of analysis outlined in the materials, emphasizing the importance of taking a sufficiently broad view so as to capture a variety of setting- or population-specific considerations, while also ensuring that the resolutions discussed are specific enough that the eventual users of the use cases are able to apply the specific strategies and tools as presented. The Committee agreed to revisit the framing and selection of use cases at the second web meeting.

SharePoint Overview

Ms. Quinnonez screen-shared the SharePoint webpage, where Committee members can access meeting materials and a project timeline.

Next Steps

Ms. Quinnonez presented next steps. NQF will host the second web meeting on October 9, 2019. The second web meeting will review and finalize the outline of the use cases, and narrow down the possible errors that might be featured as the exemplars of the use cases.