

# Engaging Patients To Improve Diagnostic Safety Toolkit Roadmap



This Implementation Roadmap provides an overview of the steps for implementation and the toolkit materials you will need to use at each step.

## Step 1: Prepare Your Organization

- **Orient leaders to the change** **Toolkit Infographic** provides statistics about incidents of diagnostic errors that are useful to engage leadership and raise awareness of the problem.
- **Identify your change team** **Toolkit Webinar** helps teams get started with the toolkit's implementation. It should help your team identify how the toolkit may need to be adapted to work with your practice's workflow and unique patient population.

## Step 2: Make a Plan

- **Be The Expert On You** **Be The Expert On You Planning Worksheet** provides key questions to help your team plan how your team will implement the Be The Expert On You note sheet.
- **60 Seconds To Improve Diagnosis** **60 Seconds To Improve Diagnostic Safety Planning Worksheet** provides key questions to help your team plan how your provider team will implement the 60 Seconds to Improve Diagnostic Safety strategy.
- **Evaluation Planning** **Evaluation Planning Worksheet** provides your team with ideas of how to measure success of the toolkit and its impact on patients, providers, and your practice.

## Step 3: Train Your Team

- **Train staff** A **One-Page Handout for Staff Training** can be used to help staff get comfortable introducing the Be The Expert On You note sheet to patients. It includes a sample script and tips on how to get started.
- **Train providers** **Provider Training Slides** is a short slide presentation with speaker's notes to help train your providers on how to get started.
- **Orient your practice** **Practice Orientation and Training Slides** can be adapted to how your practice is implementing the toolkit. Use these slides to orient your whole practice or break them up to focus on training different team members (e.g., front desk staff, medical assistants, nurses, providers).

## Step 4: Implement and Evaluate

### Implement

**Be The Expert On You Note Sheet** helps patients prepare for their visit and share their diagnostic story with providers.

### Evaluate

**Patient Exit Survey** provides short surveys you may use to evaluate the impact of the toolkit from the patient's perspective.

**Provider Feedback Survey** for the 60 Seconds To Improve Diagnostic Safety provides a short survey you may use to evaluate the impact of the toolkit from the provider's perspective.

If you are new to practice improvement, additional resources on Practice Facilitation can be found at <https://www.ahrq.gov/ncepcr/tools/pf-handbook/index.html>