



02-16-2017 Diagnostic Error: the Problem, the Prevalence, and the Solution for Improvement (CCSQ Grand Rounds Enduring Webinar)

Continuing Education (CE) Activity Information & Instructions (Enduring Activity #: WE-E02162017)

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Continuing Education Credit Information

Continuing Education Credit

Accreditation Council for Continuing Medical Education (ACCME)

The Centers for Medicare & Medicaid Services (CMS) designates this **enduring activity** for a maximum of 1 AMA PRA Category 1 Credit™. Physicians should only claim credit commensurate with the extent of their participation in the activity. Credit for this course expires at midnight on February 16, 2018.

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer .1 Continuing Education Unit (CEU) for this activity. CEU will be awarded to participants who meet all criteria for successful completion of this educational activity. CEU credit for this course expires at midnight on February 16, 2018.

Accreditation Statements

[Please click here for accreditation statements.](#)

Activity Information

Activity Description

This Grand Rounds event addressed the estimated prevalence of diagnostic error and the harm it causes, described the steps involved in the diagnostic process, identified system characteristics that impact diagnostic performance, and listed the top three policy priorities to improve diagnosis.

Target Audience

This activity is designed for physicians and other health care professionals.

Learning Objective

By the end of this presentation, participants should be able to:

- Recognize the estimated prevalence of diagnostic error and the harm it causes
- Describe the steps involved in the diagnostic process
- Identify system characteristics that impact diagnostic performance
- List the top three policy priorities to improve diagnosis

Participation

Register for the webinar, participate in the webinar, and access and complete the assessment and evaluation.

Speaker Bios & Disclosures

No one in a position to control the content of this activity has anything to disclose. The planners/developers of this activity have signed a disclosure statement indicating any relevant financial interests. This activity was developed without commercial support.

Rear Admiral (RADM) Paul Jeffrey Brady, MD, MPH, presenter, serves as an Assistant Surgeon General in the Commissioned Corps of the United States Public Health Service (USPHS) and is assigned to the Agency for Healthcare Research and Quality (AHRQ) as Director of the AHRQ Center for Quality Improvement and Patient Safety (CQIIPS). He is a member of the AHRQ Senior Leadership Team and leads a part of the Agency that conducts several AHRQ programs, including Patient Safety Research, Healthcare-Associated Infections Program, the Patient Safety Organizations Program, the National Healthcare Quality & Disparities Reports (QDR), and the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Program.

RADM Brady led the AHRQ Patient Safety Research Program from 2009 through 2013 and the program continues to be a part of the CQIIPS. As Director of CQIIPS, RADM Brady directs and supports projects aimed at understanding and enhancing the safety of health care through approaches, such as increased teamwork, prevention of healthcare-associated infections, the effective use of medical simulation, expansion of a culture of patient safety, and other health care quality improvement initiatives.

RADM Brady earned a Doctor of Medicine degree at the Medical College of Georgia and a Master of Public Health degree at the Uniformed Services University of the Health Sciences (USUHS).

Pascale Carayon, PhD, presenter, has been employed by the University of Wisconsin-Madison since 1989. She is currently the Procter & Gamble Bascom Professor in Total Quality in the Industrial and Systems Engineering Department and the Director of the Center for Quality and Productivity Improvement at the University of Wisconsin-Madison. Dr. Carayon is the Chair of the National Research Council Board on Human-Systems Integration. She is also the Editor of the "Handbook of Human Factors and Ergonomics in Health Care and Patient Safety," First Edition published in 2007; Second Edition published in 2012, which is considered the definitive textbook on human factors in healthcare.

Dr. Carayon's research belongs to the discipline of human factors engineering, in particular macroergonomics. Her scholarly contributions are aimed at modeling, assessing, and improving work systems, i.e. the system of tasks performed by individuals using various technologies in a physical and organizational environment, in order to improve system performance and worker well-being. Dr. Carayon developed the SEIPS (Systems Engineering Initiative for Patient Safety) Model of work system and patient safety. The SEIPS Model has become a major reference for healthcare and patient safety researchers and healthcare professionals. It has been used by numerous healthcare organizations to identify system factors that contribute to patient safety and to develop and implement system-based interventions. Dr. Carayon also served as a Member of the National Academies' Committee on Diagnostic Errors in Healthcare that produced the report "Improving Diagnosis in Health Care," released in 2015.

Dr. Carayon earned a Doctor of Philosophy degree in Industrial Engineering at the University of Wisconsin-Madison.

Mark L Graber, MD, presenter, is a Senior Fellow at RTI International, and President of the Society to Improve Diagnosis in Medicine. Dr. Graber served as the Chief of Medical Service at the Northport Veterans Affairs Medical Center (VAMC) from 1995 through 2012. He is an internationally-recognized authority on diagnostic error. Dr. Graber convened the Diagnostic Error in Medicine conference series in 2008, founded the Society to Improve Diagnosis in Medicine in 2011, and founded the new journal "DIAGNOSIS" in 2014. He received the 2014 John

M. Eisenberg Award from the National Quality Forum (NQF) and the Joint Commission (TJC), recognizing individual achievement advancing patient safety.

Dr. Graber earned a Doctor of Medicine Degree at Stanford University.

Helen Haskell, MA, presenter, is President of the nonprofit organizations Mothers Against Medical Error and Consumers Advancing Patient Safety. Since the death of her young son Lewis from diagnostic error in November 2000, she has worked to improve healthcare safety and quality. She is Co-Chair of the Patient Engagement Committee of the Society to Improve Diagnosis and serves on the Boards of Directors of the Institute for Healthcare Improvement, the National Patient Safety Foundation, the American Council for Graduate Medical Education, and the International Society for Rapid Response Systems.

Ms. Haskell is an author and co-author of journal articles and patient educational materials on patient safety and patient engagement. She also serves as the co-editor of a recently published textbook on using patient narrative to teach healthcare competencies. Ms. Haskell's experience includes serving as a Reviewer of the National Academy of Medicine Report, "Improving Diagnosis in Healthcare." She is also a frequent speaker on healthcare safety and quality and conducts sessions for patients about navigating the healthcare system and avoiding diagnostic error. Her educational video, "The Lewis Blackman Story," is shown in hospitals and medical and nursing schools across the country.

Ms. Haskell earned a Master of Arts degree in Anthropology at Rice University.

Shari Ling, MD, presenter, is the Deputy Chief Medical Officer (CMO) for the Centers for Medicare & Medicaid Services (CMS) and Medical Officer in the Centers for Clinical Standards and Quality (CCSQ). She assists the CMS CMO in the Agency's pursuit of higher quality health care, healthier populations, and lower cost through quality improvement. Dr. Ling served on the faculty of the Johns Hopkins School of Medicine for five years before joining the Intramural Research Program of the National Institutes of Health (NIH) at the National Institute on Aging (NIA) as a Staff Clinician. At the NIA, Dr. Ling studied human aging and age-associated chronic diseases with attention to musculoskeletal conditions and mobility function for eight years.

Dr. Ling is also a Gerontologist. She served as the Clinical Services Co-Director of the Andrus Older Adult Counseling Center after receiving her training in direct service from the Leonard Davis School at the University of Southern California.

Dr. Ling earned a Doctor of Medicine degree at Georgetown University School of Medicine.

Hardware/Software Requirements

[Please click here for hardware and software requirements.](#)

CMS Privacy Policy

[Please click here for CMS' Privacy Policy.](#)

Help

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