

Filling a gap in safety metrics: development of a patient-centred framework to identify and categorise patient-reported breakdowns related to the diagnostic process in ambulatory care.

October 27, 2021

Bell SK, Bourgeois FC, DesRoches CM, et al. Filling a gap in safety metrics: development of a patient-centred framework to identify and categorise patient-reported breakdowns related to the diagnostic process in ambulatory care. *BMJ Qual Saf.* 2022;31(7):526-540. doi:10.1136/bmjqs-2021-013672.

<https://psnet.ahrq.gov/issue/filling-gap-safety-metrics-development-patient-centred-framework-identify-and-categorise>

[Engaging patients](#) and families in their own care can improve outcomes, [safety](#), and satisfaction. This study brought patients, families, clinicians and experts together to identify patient-reported [diagnostic process-related](#) breakdowns. The group identified 7 categories, 40 subcategories, 19 contributing factors and 11 patient-reported impacts. Breakdowns were identified in each step of the diagnostic process.