I-PrACTISE Conference
(“Improving Primary Care Through Industrial and Systems Engineering”)
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“Diagnostic Error in Primary Care: What Do We Know and What Are the Opportunities?”
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Day 1 Closing Keynote
4-5 pm, June 3, 2019

Presentation Summary:
Diagnostic error (DE) has rightfully received increased attention recently as one of the top patient safety issues, with approximately 5% of all adults experiencing at least one DE in their life. Recent reports by the Institute of Medicine, Agency for Healthcare Quality and Research, and others calling for renewed focus on this important problem, especially in ambulatory, outpatient, and primary care settings. This talk will (1) provide a broad overview of what is known about diagnostic error in primary care, types, and taxonomies, (2) summarize some of the key challenges in addressing these problems, and (3) conclude with reflections on potential key roles that industrial and systems engineers could play in helping address this national patient safety problem.

Speaker Bio:
Dr. Gordon Schiff is a general internist at the Brigham and Women’s Hospital, Quality and Safety Director at the Harvard Medical School Center for Primary Care, and a nationally-known expert in diagnostic error and patient safety. Dr. Schiff has authored numerous articles and served as PI on numerous grants focused on patient safety, diagnosis error, test management, lab-pharmacy linkages, health IT and medication safety. His research has been funded by the Agency for Healthcare Research and Quality (AHRQ), the Gordon and Betty Moore Foundation, and the CRICO Risk Management Foundation, and others. In addition to expertise in quality improvement science, Gordy also has collaborated on several systems engineering projects through his leadership role in one of the AHRQ Patient Safety Learning Labs (EHRLL, the Engineering High Reliability Learning Lab) and other activities.