

Letter for Hospital and Health System Leadership

Dear Hospital Leader,

This Playbook is intended for use by hospital and health system PFACs to explore and use promising patient engagement practices in their efforts to reduce errors in diagnosis, including delayed, wrong, or missed diagnoses, and diagnoses not communicated to the patient. While the focus of the playbook is educating and engaging the PFAC, hospital and health system leadership have a critical role to play in facilitating meaningful partnership with the PFAC, and in supporting the efforts and goals of the PFAC.

The Playbook includes guidance for PFACs to form reciprocal and trustworthy relationships with leadership, and to identify opportunities to shape and inform practices, policies, and the culture of their hospital or health system. To be effective in these endeavors, the PFAC's institution or organization must be open to such input and contributions—led by leaders who believe in the power and promise of patient and family engagement. While these materials are designed for uptake and use by PFACs, they would also be beneficial for hospital and health system leadership to review, to increase awareness of the numerous ways PFACs can and should play a role in promoting diagnostic safety for patients and families.