



# Project PIVOT:

(Patients Involved in deVeloping Outcomes Together)

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## Problem

Medical error is the third cause of death in the United States, but accurate data about how, where, and when these events occur is grossly incomplete. There is no standardized mechanism for patients and families to report unsafe care to hospitals, health systems, government agencies, or other oversight bodies. The need for direct patient and caregiver reporting of harm was highlighted in the 2023 Presidential Council of Advisors on Science and Technology. To fill this dangerous gap, Patients for Patient Safety, US (PFPSUS) launched Project PIVOT.

## Phase 1:

**Build community** and learn from patients, especially those from priority populations\*, what experiences and outcomes matter most to them regarding patient safety, diagnostic quality and discrimination/bias



\*Priority populations:

- Older adults
- People with disabilities
- Mothers who experience disparities

## Phase 2: Gather potential questionnaire items – both existing and proposed new questions

Diverse Patients

Researchers

Professional Societies and Industry

HC System Leaders



PREs and PROs that matter most to patients, families and specific priority populations for implementation or further scientific development

**Phase 3:**  
Organize and prioritize with patients, patient and consumer organizations and communities

## Phase 4: Publicize and mobilize

Patient Advocacy Organizations

Publishers

Research and QI

Measure Developers

Payers and Purchasers

Health Systems and Clinical Groups

## Solution

Project PIVOT is a by-patients, for-patients effort to intentionally place patients, families, and diverse communities at the center of data collection, beginning with a reimagined version of the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. HCAHPS is used as a quality and safety assessment tool despite not including any safety-specific questions, or opportunities to report bias or discrimination in care.

## Methods

As described in the central graphic, Project PIVOT is unfolding in four stages; building community, gathering existing PRE and PRO questions, mapping and prioritizing existing PRE and PRO questions and identifying where needs for new questions exist, and finally, publicizing and mobilizing for uptake of the new, more robust and authentic survey tools.

## Funders



## References

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