



# Project PIVOT:

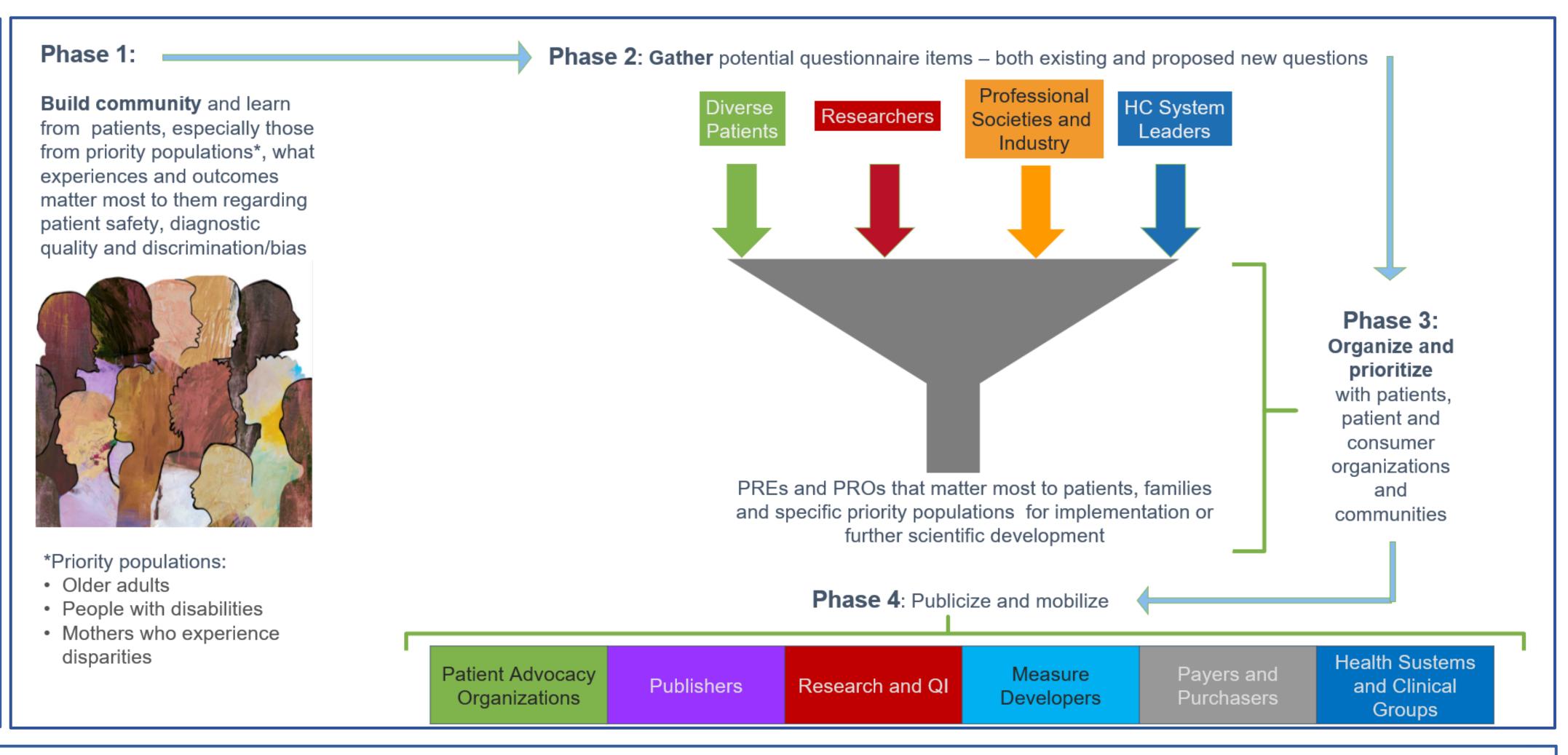


(Patients Involved in deVeloping Outcomes Together)
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## **Problem**

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



## **Solution**

**Project PIVOT.** 

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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