

# PRIDE Learning Network Case Submission: Frequently Asked Questions

The PRIDE Learning Network has been established by the Brigham and Women's Hospital Center for Patient Safety Research, Betsy Lehman Center, and the Harvard Medical School Center for Primary Care with the support of the Gordon and Betty Moore Foundation for the collection, aggregation, and sharing of anonymous diagnostic error cases. *De-identified* cases submitted to the PRIDE Learning Network will be confidentially reviewed and discussed by experts, and case-based insights and lessons learned will be widely disseminated to help reduce diagnostic errors and improve patient care.

## 1. What happens to the case once I submit it?

You will receive an email acknowledging the receipt of your case information. The PRIDE team will review each submitted case, making sure that the final form stored in the online web portal contains no personally identifiable (patient, provider, or submitter) information, specific dates, institution names or locations.

All de-identified cases will be classified using taxonomy tools and collected for aggregate patterns and learning, which will be published periodically at the BLC website as well as elsewhere (medical journals, articles for the general public). After review, the PRIDE team will also determine whether the case is appropriate for discussion at a future PRIDE Learning Network meeting, based on several factors (see Question 2).

## 2. What happens to my personal information (affiliation, organization, contact information) after my case is submitted?

After your case has been submitted, we will initially keep submitter information for contacting you if your case is selected for discussion and we have further questions. No other use is permitted. 60 days after the decision is made whether to use your case for a PRIDE discussion meeting, submitter identifying information (name, email, organization name) is expunged from the database. Only the general submitter *type* (e.g., hospital, medical malpractice insurer, individual) is maintained.

## 3. How are cases selected for discussion?

Cases will be selected based on several factors, including but not limited to: clinical relevance of the case to the topic of diagnostic error, how commonly it is observed in primary care, how interesting the case is clinically, and how important or current the issue is.

Due to time constraints, only a limited number of cases will be selected for case discussion meetings. However, all cases submitted will be incorporated into our aggregated databases and reports to create value in understanding diagnostic error and its prevention.

## 4. What happens during discussion?

A discussion panel consisting of the PRIDE internal team, experts who have been invited to provide commentary, as well as a group of invited discussants from various organizations and institutions will collectively review and discuss the de-identified case, identify key diagnostic error issues from the case, and brainstorm change ideas to improve patient safety in the future.

## 5. What will happen after the discussion?

The PRIDE internal team will process and synthesize change ideas from the discussion to produce a public summary document that will be made available on the Betsy Lehman Center website for use by others to reduce diagnostic error and improve patient safety. As with the case submission document, the public summary document will contain absolutely no personally identifiable (patient, provider, or submitter) information, and will not use specific dates, institution names or locations.

## 6. Will I know my case has been selected for a PRIDE Learning Network discussion meeting?

If your case has been selected, a PRIDE team member will contact you directly, as well as extend an invitation to listen to the discussion meeting *anonymously* through a conference call line.

## 7. What if I want to join case discussions?

We welcome broad participation in the discussion of these anonymized cases. If you would like to join case discussions, please contact [gschiff@bwh.harvard.edu](mailto:gschiff@bwh.harvard.edu) for consideration to be added to the discussant list.

## 8. If I am a patient submitting my own personal case, can I receive any medical advice about my care or diagnosis?

No, the PRIDE network does not provide medical care or advice to patients directly. Rather, it is a learning network to help inform practitioners, health systems, and patients more broadly. You should follow-up with your own physicians if you have any questions about your own individual care.

**If you have questions that are not addressed above or are having technical difficulty submitting a case, please email the Betsy Lehman Center contact [Charles.Carter@BetsyLehmanCenterMA.gov](mailto:Charles.Carter@BetsyLehmanCenterMA.gov)**