

FTCA UNIVERSITY BINGO

Survey	Near miss example	Elements of a test tracking policy	Strategies to management communication with hospitals	Why are diagnostic errors a concern?
Adverse event example	Analyze	Engage the patient	Test Tracking and Follow-Up Toolkit	Patient non-compliance
Listen	Sentinel event example	BINGO	Monitor	Documentation
Key components of a risk management plan	Unsafe condition example	Why follow-up on no-show appointments?	Handoffs are critical	Elements of a referral tracking policy
Important aspects of managing referrals	Types of diagnostic errors	Abnormal vs. critical test results	Common missed diagnoses	Tools for tracking