Diagnosis-related claims are the #1 most common root cause of claims. 53% of diagnosis-related claims include risk management issues involving poor clinical decision-making. 33% of diagnosis-related claims allege the decision-making breakdown was a result of a failure during patient evaluation. 36% of diagnosis-related claims stem from outpatient locations. 24% of diagnosis-related claims take place in the emergency department and urgent care facilities.

**Recommendations:**
- Use technology and decision-support tools
- Document any uncertainty in the EHR
- Remember that communication is at the root of diagnostic accuracy