When harm occurs, we want a principled, comprehensive, systematic approach.

Tell us what happened.

Be honest and transparent.

Apologize.¹

Be accountable.

Tell us how you are going to fix the problem.

Recognize and meet our short- and long-term needs.

Harm is…
Physical
Mental
Emotional
Psychological
Financial
Spiritual.³

Communicating about the error reduces feelings of sadness, depression, abandonment or betrayal.³

One of the main reasons patients and families take legal action is to understand what happened in their care and why.⁴

60% of events with injury resolved by apology alone and with a lawyer present.⁵