

Communication & Resolution Programs

What Patients and Families Need

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

Tell us what happened.

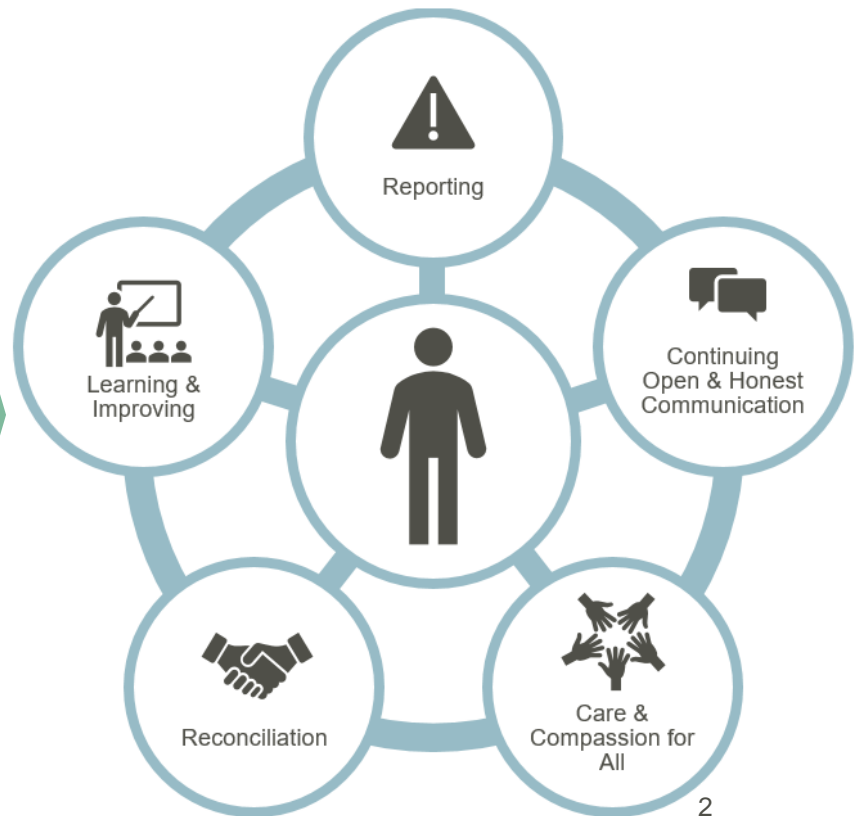
Be honest and transparent.

Apologize.¹

Be accountable.

Tell us how you are going to fix the problem.

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



2

We are part of the solution

Involve patients and families throughout the process



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

Developed by the Patient and Family Advocate Committee
The Collaborative for Accountability and Improvement
www.communicationandresolution.org

1. Powell, SK. (2006) When Things Go Wrong: Responding to Adverse Events: A Consensus Statement of the Harvard Hospitals
2. McDonald TB, Helmchen LA, Smith KM, et al. (2010) Responding to patient safety incidents: the "seven pillars".
3. Prentice, JC, Bell, SK, Thomas, EJ, et al. (2020). Association of open communication and the emotional and behavioral impact.
4. Vincent, C., Phillips, A., Young, M. (1994). Why do people sue doctors?
5. Le Craw, FR, Montanera, D, Jackson, JP, et al. (2018). Changes in liability claims, costs, and resolution times