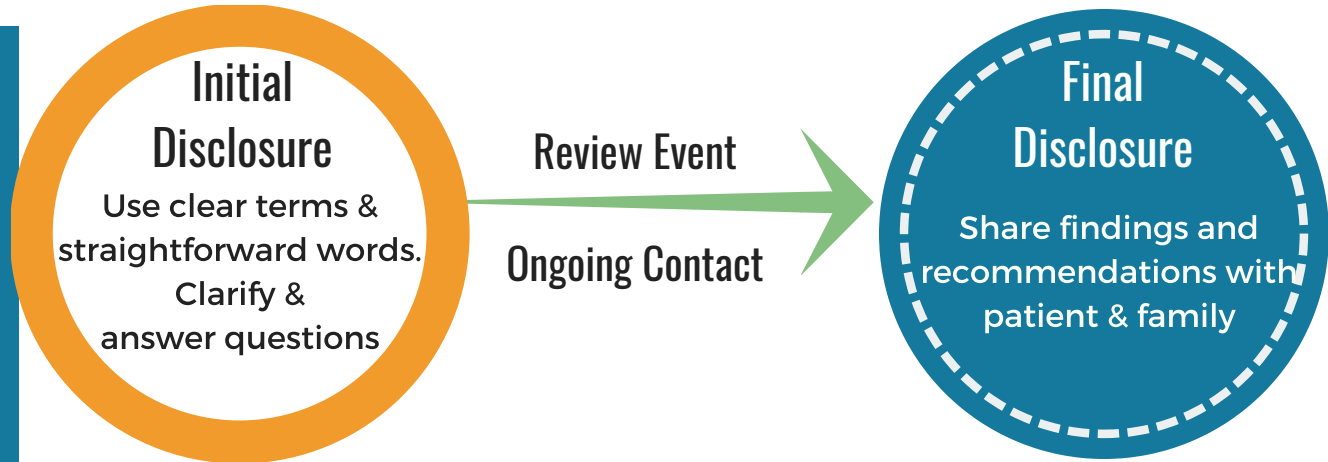


# Disclosure of Patient Safety Events

There is an obligation from the healthcare team or organization to communicate patient safety events to patients and families.



Disclosure occurs when there has been any harm, or there is risk of future harm, related to a patient safety event.



## How to Disclose...

**DO** Be Honest & Sincere

**DOCUMENT**

Share only the **FACTS**

**C**ontext  
**O**pening  
**N**arrative  
**E**motions  
**S**trategy & Summary

Privacy, body language, eye contact

Setting the agenda, "I'd like to talk to you about..." Include apology

Listen to patient & family, offer to explain

Address & acknowledge emotions

Share the plan going forward & contact information

# Resources

## WRHA Resources

- WRHA Quality Improvement & Patient Safety <http://home.wrha.mb.ca/quality/>
- WRHA Patient/Client Safety Event Standard Operating Procedure for Initial Event Management <http://home.wrha.mb.ca/quality/files/InitialManagement.pdf>
- WRHA Critical Incident Disclosure Record [http://home.wrha.mb.ca/quality/files/PSDisclosureRecord2011\\_000.pdf](http://home.wrha.mb.ca/quality/files/PSDisclosureRecord2011_000.pdf)

## Additional Resources

- Canadian Patient Safety Institute [www.patientsafetyinstitute.ca](http://www.patientsafetyinstitute.ca)
- Manitoba Institute for Patient Safety [www.mips.ca](http://www.mips.ca)
- Accreditation Canada [www.accreditation.ca](http://www.accreditation.ca)
- Institute for Patient Safety [www.ihp.org](http://www.ihp.org)
- The Complete Guide to Communication Skills in Clinical Practice <https://www.mdanderson.org/documents/education-training/icare/pocketguide-texttabscombined-oct2014final.pdf>

Questions?

Contact [patientsafety@wrha.mb.ca](mailto:patientsafety@wrha.mb.ca)