

Disclosing Errors: A Team Approach

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Medical Errors

Your Hospital

- Do people feel safe?
- Administration supportive?
- Looking at system issues?

Just Culture

- Systematic way to look at unexpected outcomes, medical errors, & system processes
- Our society has an outcome bias
- Risk of behavior vs. outcome

Behaviors we can expect:

- Human Error -CONSOLE the Provider
- At Risk Behavior -COACH the Provider
- Reckless Behavior - Consider PUNITIVE action
 - Less than 5%

Human Error

- System Based
- Personal Performance Shaping Factors
- Behavioral choices

Disclosure

- Timely disclosure of unexpected events
- Discussion with family and/or patient
- Reduction of lawsuits and payouts

Who does it?

- Team approach
- Pre-meeting or Huddle
- Provider Advocate
- Risk Management or Quality Department
- With or without the provider

Huddle Check List:

- Decide who will participate
- Discuss/role play:
 - What is the goal of the interaction?
 - Who will be there for disclosure?
 - What will be said and who will say it?

Huddle Check List:

- Discuss/role play:
 - APOLOGIZE!
 - What information will be share at this point with the family/patient?
 - Recognize their feelings (“You seem very frustrated/angry/confused...”)
 - Prepare for their questions

Their Questions?

- How could this happen?
- What will you do to make sure this never happens again?
- How will this affect my care?
- Any long term damages?
- When will I know I'm "out of the woods" with this error?
- Will this increase/change my costs?

Follow Up

- FIRST of many conversations
 - Do not abandon them after an incident.
 - They want to be heard and not feel brushed under the rug
- Decide who will continue to make follow up
 - Give contact information so they can contact you
- Be prepared to get back to family with the changes you have made to insure this wont happen again

Caregivers

- Do your providers need extra support?
- Do we need to take them off call? Out of the office? Rearrange OR cases?
- Do they need Peer support?
- Do they need to debrief with colleague or a counselor?

Reduction in Lawsuits

- University of Michigan
 - Over 6 years, decreased their pre-suit claims and lawsuits from 260 to less than 100
 - Reduction in legal fees by 50% saving \$2 Million annually
 - Average time to resolve a case dropped from 20.7 months to 9.5 months.
- Massachusetts put “Disclosure, Apology, Offer” into law, mandating disclosure to patients in 2012.



Questions?