

COMMUNICATING UNEXPECTED OUTCOMES - DISCLOSURE SKILLS FOR LEADERS

Course Outline

Course Description

Post-analysis disclosure focuses on the reasons for harm as determined by appropriate analysis, and changes the organization is committing to so that future care is made safer for other patients. Leaders are often more involved at this stage, with the support of providers.

This course will provide healthcare leaders the opportunity to practice post-analysis disclosure conversations through simulated exercises and provides the knowledge, skills, and abilities to support health-care providers with empathy, respect, and compassion, after an adverse event.

Learner Effort Hours: 3+

Reflective Learning: (up to) 1 hour

Scheduled Virtual Learning Sessions: 3 hours

Year Active: 2023

Pre-requisites: Communicating Unexpected Outcomes - Disclosure Skills for Teams

Course Completion Requirements

- Attendance in scheduled virtual learning session (3 hours)
- Participation in interactive opportunities and activities

Course Outcomes

1. Explain when to apologize, who should apologize, when an apology is called for, and when apology by the organization's leadership is appropriate.
2. Outline how a just workplace culture and systems approach support an ethical and fair analysis of the events that led to unexpected clinical outcomes, including those originating from clinical errors.
3. Describe how the disclosure of unexpected outcomes and the understanding of the events contribute to the continuous quality and safety improvement of care.
4. Describe how to coach and support healthcare teams and individual providers in disclosing clinical errors with honesty, compassion, and respect, using the 3 needs and follow up model.
5. Differentiate the principles of disclosure of information from legally protected reviews of clinical care or a legal process.
6. List elements of an organizational plan to further improve the discussion of unexpected outcomes with patients and families.

Course Materials and Resources

- CUO Leaders eWorkbook
- Zoom Video Conferencing



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