

# COMMUNICATING UNEXPECTED OUTCOMES - DISCLOSURE SKILLS FOR TEAMS

## Course Outline

### Course Description

This course provides the participant with insight into the patient and family experience following an unexpected outcome, including those resulting from errors in care. The program will enhance the communication skills of individual providers and healthcare teams, for disclosing with honesty, empathy and respect, when things haven't gone as hoped for.

Understand who is accountable for disclosure and the circumstances when it is best to call for help, and where to obtain that help.

Learn how to develop an institutional plan for the workplace, which will include ways to emotionally support yourself as a provider as well as your colleagues and team.

**Learner Effort Hours:** 4+

**Reflective Learning:** (up to) 2 hours

**Scheduled Virtual Learning Sessions:** 4 hours

**Year Active:** 2023

**Pre-requisites:** None

### Course Completion Requirements

- Attendance in all scheduled virtual learning sessions (4 hours via Zoom)
- Participation in interactive opportunities and activities

### Course Outcomes

1. Understand obligations to disclose, and common barriers and solutions.
2. Understand when and how to plan for initial disclosure as an interprofessional team.
3. Recognize the common needs of patients experiencing unexpected clinical outcomes and effectively deal with disappointment and anger.
4. Understand the importance of a genuine apology and how to appropriately apologize.
5. Recognize the importance of communicating factual information on what has happened, including what is being done to prevent further occurrences.
6. Improve the support of team members in these often-difficult circumstances.

### Course Materials and Resources

- CUO Teams eWorkbook
- Zoom Video Conferencing



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Quality & Patient Safety Education  
[QPSE@ahs.ca](mailto:QPSE@ahs.ca)