Adverse Medical Event/Medical Error

The Collaborative Continuum

patient/physician communication and collaboration

informed patient choice conversations between patients and physicians prior to surgery/medication/other procedure

physician/nurse/pharmacist/hospital/other caregivers’ collaboration

continuing open, transparent conversation (disclosure), coaching, mentoring, enhanced communication, care in language, examining issues that arise and stories to be shared to create learning in healthcare

Dialogue among healthcare stakeholders

Adverse Medical Event/Medical Error

continuing communication (disclosure), continuing informed patient choice: keeping patient informed, giving patient choices about continuing care

Root Cause Analysis, Responses to Reporting Issues, processes in place to support physicians, other caregivers (Second and Third Victims)

Collaborative Law Process: advice and support of attorneys in disclosure, patient-family-physician collaboration to improve patient safety and healthcare for next patients; apology, compensation, empowerment of and support for patients, continuing involvement of patients in improvements to healthcare, healing and forgiveness

Language That Supports Human Connection

Copyright 2012