



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

Adverse
Medical
Event/
Medical
Error

Dialogue
among
healthcare
stakeholders

patient/physician/hospital/insurer/attorney
collaborative law process

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

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