



# 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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