

Communication, Empathy *and* Resolution

A framework to help clinicians
respond to adverse events.

What to do when something goes wrong:

1. Contact your local Risk Management team to report the event.
2. In collaboration with Risk Management and clinical leadership, prepare for an empathetic conversation and disclosure.
3. Talk to someone you trust. HHC's Peer Support Program can help. Call 860.200.5776 to get help or refer someone for a confidential conversation.

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To find your local Risk Management
Department visit
hhconnect.org/risk

This initiative addresses clinically caused patient harm. We use a "CLEAR" approach for less serious cases, where service recovery is needed.

When something goes wrong...

We cannot always undo patient harm. We **can** respond with our HHC values:

Caring
Integrity
Excellence
Safety



As healthcare professionals we strive to provide the best care to our patients, build trust and strengthen relationships even when an unanticipated event occurs.

Caring

We do the kind thing

When an unanticipated adverse event occurs, patients and families have the right to understand...

- What happened
- How it happened
- What we are doing to prevent this type of event from happening again

Caring starts with disclosure.

Excellence

We do the best thing

Despite our best efforts and intentions, adverse events sometimes happen:

- Report an adverse event immediately
- Participate fully in the investigation
- Seek or provide emotional support for all members of the clinical team involved in the event

Excellence requires courageous conversations.

Integrity

We do the right thing

Start by contacting Risk Management for support and guidance. In collaboration with Risk Management, we will approach the patient and family and:

- Acknowledge what happened
- Be empathetic
- Explain what happened
- If we don't know exactly what happened, we will promise to do everything we can to find out and follow through

Integrity begins with an apology.

Safety

We do the safe thing

Hartford HealthCare is concerned about the safety of our patients, their families and our providers:

- When the investigation is complete, use the lessons learned to avoid repeated harm and hold others accountable
- Recognize that an adverse event can also cause extreme emotional trauma for providers. Hartford HealthCare and your peers are here to support you. Reach out for support immediately

Safety means taking care of yourself and your patients.