

**Template: Hospital**

**Title: Disclosure of Unanticipated Outcomes**

**Date Developed:** \_\_\_\_\_ **Date Revised:** \_\_\_\_\_

**Approvals: Governing Body; Medical Staff; Administration**

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I. Hospital Philosophy:

II. Policy Statement:

III. Definitions of Terms: [examples]

Unanticipated outcome

Adverse event

Types of adverse events:

Adverse drug event

Unintended significant procedural event

Preventable adverse event

Unpreventable adverse event

Medical error

Minor error

Serious error

Near miss

Root cause analysis (RCA)

Sentinel event

Significant harm

Disclosure

Informed consent

#### IV. Criteria for Disclosure

#### V. Defining Personnel Roles

##### A. Disclosure Response Team:

Administrators, Risk Manager, Quality Improvement Manager, Medical Director, Physician(s), Pharmacists, Direct Care Givers

#### VI. Patient Contact Algorithm

##### A. Initial patient contact

##### B. Directing the patient to the appropriate individual(s)

#### **Importance of Maintaining Confidentiality**

#### VII. Investigate Unanticipated Outcome

##### A. Complete root cause analysis if needed

##### B. Review and communicate details of investigation with appropriate staff members

#### VIII. Planning the Disclosure Discussion

Who

When

Setting

Special needs/accommodations

#### IX. Disclosure Communication Content

Description of factors contributing to outcome if known. If not known, share with patient that you will look into what happened.

Expression of regrets

Apology - if warranted

Affects on current patient treatment plan

Address concerns

Review actions taken to prevent recurrence

Review next steps

## X. Documentation

Who

When

Description of factors contributing to outcome

Information was provided

Patient

Responses to patient questions

Patient's level of understanding

Planned follow-up

Who the patient should contact with questions

## XI. Follow-Up

Attachments:      Templates or Forms  
                         Coordinating Policies [Patient Communication;  
                         Patient Informed Consent; Patient Confidentiality]

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