

## 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**

Disclosure Response Team: *[examples]*

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

#### **VI. Patient Contact Algorithm**

- Initial patient contact
- Directing the patient to the appropriate individual(s)

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

#### **VII. Investigate Unanticipated Outcome**

- Complete root cause analysis if needed
- 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
- Effects 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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