

Regaining trust after an adverse event: a series of well timed conversations

REGAIN TRUST OF THE PATIENT

REGAIN TRUST IN ONESELF

REGAIN TRUST IN THE PRACTICE TEAM

9 Follow up with the patient (and practice team) to discuss "lessons learned" from the adverse event

- Do I have all the information I need to talk with my patient?
- Am I confident I can answer my patient's questions?
- Is appropriate documentation of the safeguards in place?

I am ready to discuss with the patient the steps our practice has taken to prevent a similar problem happening again.

8 Take action to prevent recurrence of a similar adverse event

- Have I implemented the safeguards and set up a structure to ensure they are routinely monitored?
- Does the practice team understand how the new safeguards will function?

I have systems in place that aim to prevent a similar event from occurring again.

7 Discuss the safeguards for patient wellbeing that will be implemented by the practice

- Can I comfortably discuss with the patient safeguards our practice will implement as a result of the adverse event?
- Am I prepared to answer the patient's questions about quality improvements in our practice?
- Have I sought advice if I need it (eg. from my insurer)?
- Does the patient feel their issues have been resolved or would they benefit from a follow up consultation?

I am ready to discuss with the patient the steps our practice will take to prevent a similar problem happening again.

6 Discuss what happened with the team and allow staff to contribute quality improvement ideas

- Do practice team members feel confident to express and contribute ideas?
- Have I discussed what happened with the practice team?
- Has everyone had an opportunity to contribute?
- Do we have a shared view of what happened?
- Have we identified any probable conflicts of liability?

I have talked with the practice team and we have identified possible safeguards.

1 Identify the adverse event

- Has an unexpected harm occurred to a patient?
- Am I monitoring the patient appropriately?
- Have I addressed the patient's immediate clinical needs?

I have identified an adverse outcome and met the patient's immediate clinical needs.

2 Acknowledge the adverse event to the patient and listen to the patient's perspective

- Have I listened to what the patient has to say?
- Does the patient know an unexpected outcome has occurred?
- Do I need to contact my insurer to seek advice?
- Do I understand the impact and significance for the patient?

I understand and appreciate how the patient feels and have acknowledged that harm has occurred.

3 Offer an empathetic expression of regret

- Am I familiar with the apology laws in my jurisdiction?
- Am I, and any other team member involved in the discussion, prepared to offer a sincere and empathetic expression of regret?
- Can I (re)build a rapport with my patient or do I need to arrange an alternative GP for the short term?

'Let me tell you how sorry I am this has happened to you.'

4 Provide a factual explanation of what is known. Express a commitment to finding out why the event occurred and what can be done to prevent it happening again

- Do I need to talk with other people to establish the basic facts?
- Does the patient need a support person?
- Do I need a support person?
- Am I ready to explore the causes of the event?

I am ready to explain the basic facts to the patient.

5 Review the adverse event to find out what occurred

- Have I carefully reviewed the event to determine what happened?
- Have I spoken with relevant health professionals (this may include internal practice staff and external health professionals)?
- Does the adverse event involve health professionals other than me?
- Am I satisfied I know the underlying cause of the adverse event?

I am confident I know what caused the adverse outcome.



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