

# Conversations When Things Go Wrong

## Who should I identify as a support person?

- Someone you are comfortable with and can talk to easily.
- Someone to whom we can give personal information about you.
- Someone able to take the time, if necessary, to be with you.

## Who will talk to me?

The person who talks to you about what happened will be someone who:

- Has been involved in your care and knows the facts.
- You are comfortable with and can talk to easily.
- Can contribute to action to try to stop the problem from happening again.

Every patient has the right to be treated with care, consideration and respect.

We respect this right, and we're committed to improving the quality and safety of the care we deliver. That's why we have a disclosure policy to help patients who have been harmed during their health care treatment.

This brochure aims to inform you and your support person(s) about the disclosure process. It also tells you what to expect if harm occurs during your health care experience.

We are committed to helping you recover from any harm that may occur during your care, and work hard to improve the care we deliver each and every day.



## Organizational Contact:



Adapted with permission from the Australian Council for Safety and Quality in Health Care and the Health Quality Council of Alberta.



# Information for Patients

When we visit a health professional or organization, we expect to receive the safest health care available. But sometimes things don't work out as expected. For example, a patient may receive the wrong dose of medicine. In the health care field, we call this an adverse event. Most adverse events are minor and don't result in harm. But when an adverse event does occur and the patient is harmed, he or she has a right to know what happened and what will be done to try to prevent it from happening again.

If an adverse event causing harm occurs, the health care provider and his or her organization will follow a process of disclosure. This means as soon as possible after the event patients, and at their request their families, are told what has happened and what will be done about it.

An important part of the process is finding out what happened, why it happened and how it can be prevented from happening again.



### What can I expect?

If an adverse event occurs during your care, a member of the health care team will talk to you and your family about what happened. You can also discuss any changes to your care plan that may be needed.

In this situation, you have the right:

- To have a support person(s) of your choice present at the meeting.
- To ask for a second opinion from another health care provider.
- To pursue a complaints process.
- To identify specific people (family or caregivers) that you'd like to receive any information.

To make the process easier, we'll ask you to identify someone (a family member, friend or patient advocate) to support you.

### Who else will be present?

The health care provider who will be discussing what happened may also have someone present to assist and support him or her. When an adverse event occurs, it is not only distressing for the patient and family, but also for the health care team involved.

### What will happen next?

When an adverse event occurs, steps are taken to try to prevent it from happening again. The health care team will investigate what went wrong. You will be informed of what is being done to try to prevent the same thing from happening to someone else.

You will be kept up to date with the progress of the investigation. If you wish, a meeting will be arranged for you to discuss what actions have been taken to try to prevent a similar event from happening again.

