



Adverse Event

ucsf Health

Disclosure Training

Faculty: James W. Pichert, PhD, Professor of Medical Education and Administration,
Vanderbilt University Medical Center
sponsored by UCSF Professional Liability Program

Date: May 25, 2018

Time: 8:00 a.m. – 1:00 p.m.

Location: Mission Bay - Fisher Banquet Room West
1675 Owens St., San Francisco, CA 94143

Breakfast will be served

*rsvp by May 4 to cresini.david@ucsf.edu or 415-353-1842
For Questions, call Susan Penney, 415-353-1842*

Quotes from attendees who have taken this course elsewhere:

- “Liked case-based content and discussions.”
- “Don’t usually like practice exercises, but these taught me new ways to prepare.”
- “Will use the ‘balance beam’ in cases where causes aren’t known when families are asking questions...useful tool.”
- “Wish I’d had this course last week before discussing [a sad outcome] with my patient!”

Course Highlights:

1. Using a case scenario approach, attendees will receive training on how to communicate with patients and families after an adverse event using disclosure principles. These include when:
 - an adverse outcome is certainly or almost certainly the result of a medical error;
 - there is uncertainty about whether an adverse outcome is related to a medical error;
 - a previously treating healthcare provider has apparently made a medical error; and
 - patients/families insist errors occurred, but unbiased review finds no relevant issue.
2. Training regarding a *balance beam approach* to assess pros and cons of alternative disclosure strategies in the face of uncertainty when patients and families ask tough questions;
3. Identification of the impact of medical error involvement on healthcare professionals;
4. Assess the literature related to the Return on Investment for disclosing errors.
5. Overview of malpractice-related research on why people sue and who gets sued.

