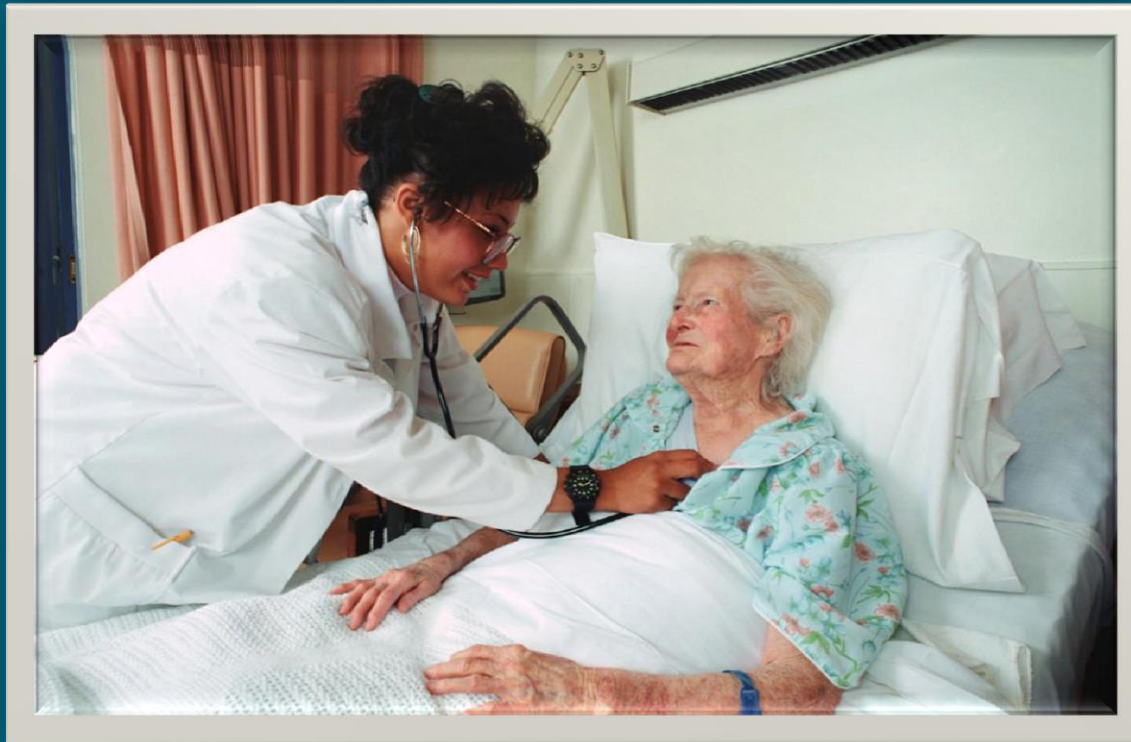


The Human Connection: Looking at Adverse Events from a Patient-Centered Perspective



What is an Adverse Event?

Complication

Adverse
Event

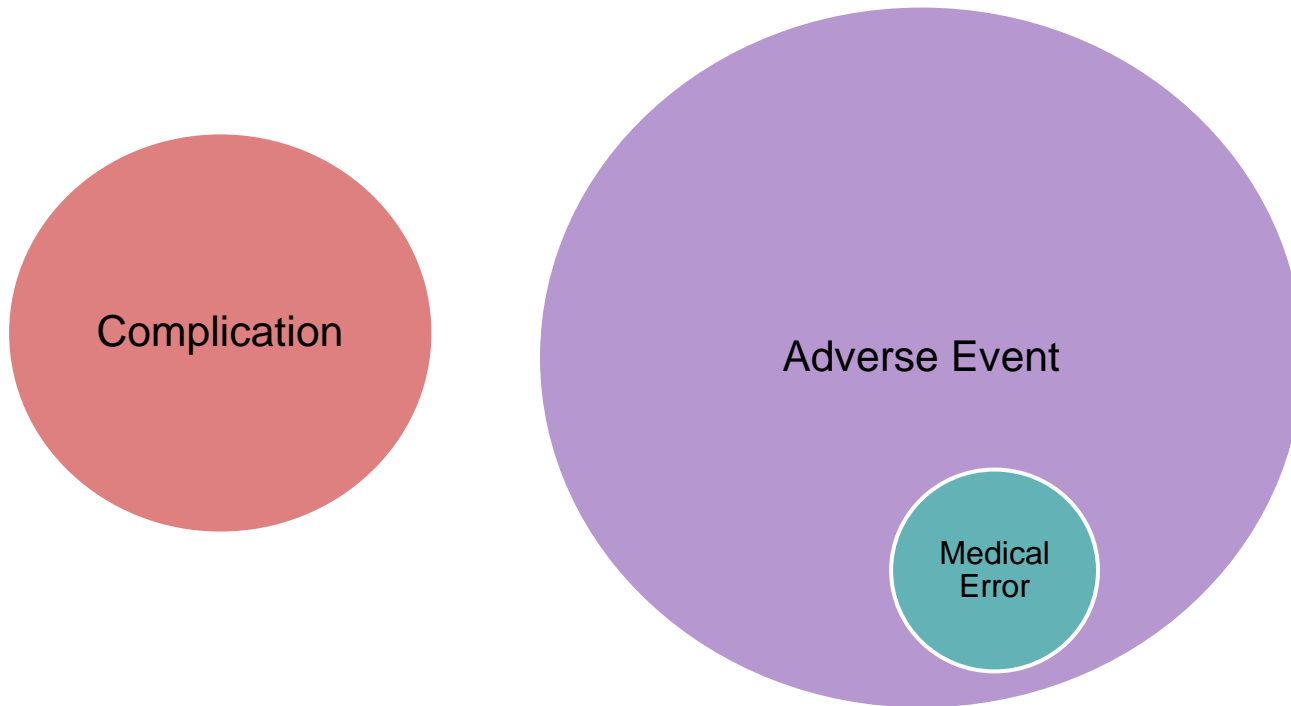
Medical Error

Definitions

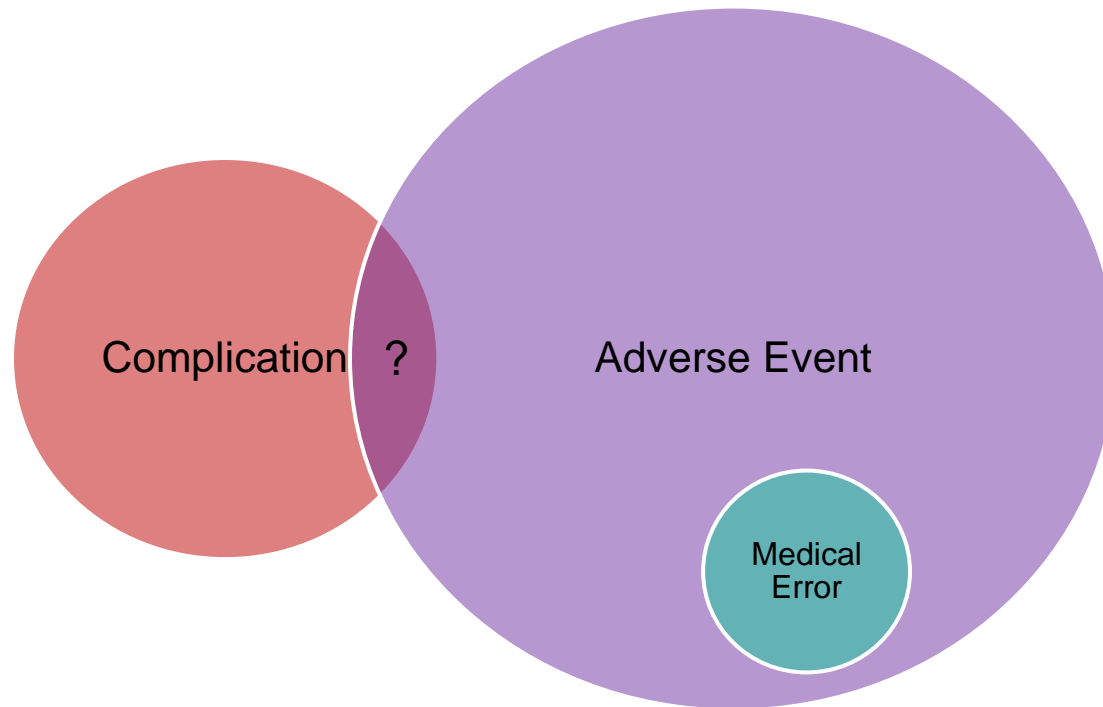
Adverse Event	<i>An injury caused by medical management rather than the underlying condition of the patient ... may or may not be as a result of an error.</i>
Medical Error	<i>The failure of a planned action to be completed as intended (error of execution)</i> <i><u>or</u></i> <i>the use of a wrong plan to achieve an aim (error of planning)</i>

Definitions adopted by the Institute of Medicine (IOM) in its report, *To Err is Human*.
Quality Interagency Coordination Task Force: www.quic.gov/report/toc.htm

What is an Adverse Event?



What is an Adverse Event?



Why are we talking about this?

Adverse Events are identified on 25 - 30% of random chart reviews – The Institute for Healthcare Improvement

*Hospital staff did not report 86 percent of Adverse Events to incident reporting systems, partly because of staff misperceptions about **what constitutes patient harm**.*

- January 2012 report from the U.S. Department of Health and Human Services Office of Inspector General

Why are we talking about this?

- Because a better awareness of the different perspectives regarding adverse events can help us all:
 - Provide better patient-centered care
 - Learn from events
 - Do a better job looking after each other

“Moments of Truth”

- A moment of truth is any experience that has an effect on the patient’s impression of the caregiver
- There are countless numbers of sights, sounds, impressions, events and interactions that every patient experiences in the hospital
- All these interactions and experiences are potential “moments of truth”
- May be mundane, positive or terrifying

Jerome's Adverse Event

37 yo male who underwent Stereotactic Radio Surgery (SRS) for a Brain Aneurysm (AVM)

Please read the case on the colored paper

What are the emotions the wife in the case could be feeling?

Please write down the emotions on the Post-It provided.

When done, pass your note to the end of the row to be collected.

Patients' & Families' Emotions

After an adverse event, patients and families can feel...

- Sadness
- Anger
- Mistrust
- Isolation
- A desire to connect with others
- Guilt
- Shame
- Fear
- Grief/Loss
- Grateful to Survive
- Ambivalence

Multifaceted Consequences

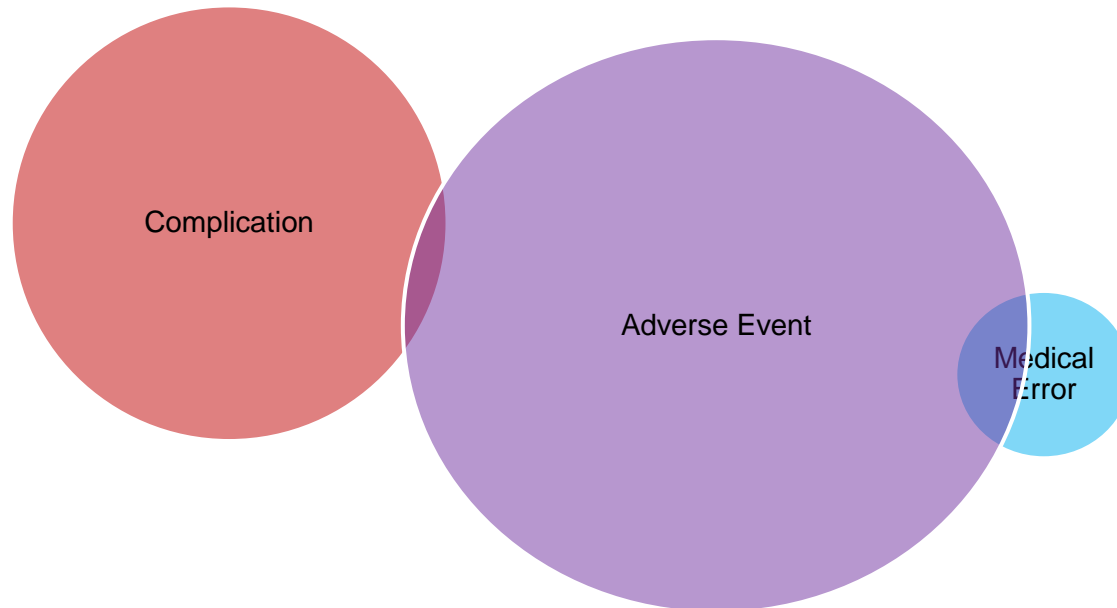
- Further Medical Follow-up
- Chronic Pain
- Financial Strain
- Job Loss / Work Stress
- Child Care / Parenting Burdens
- Marital Conflict
- Death of a Loved One

Two Different Perspectives

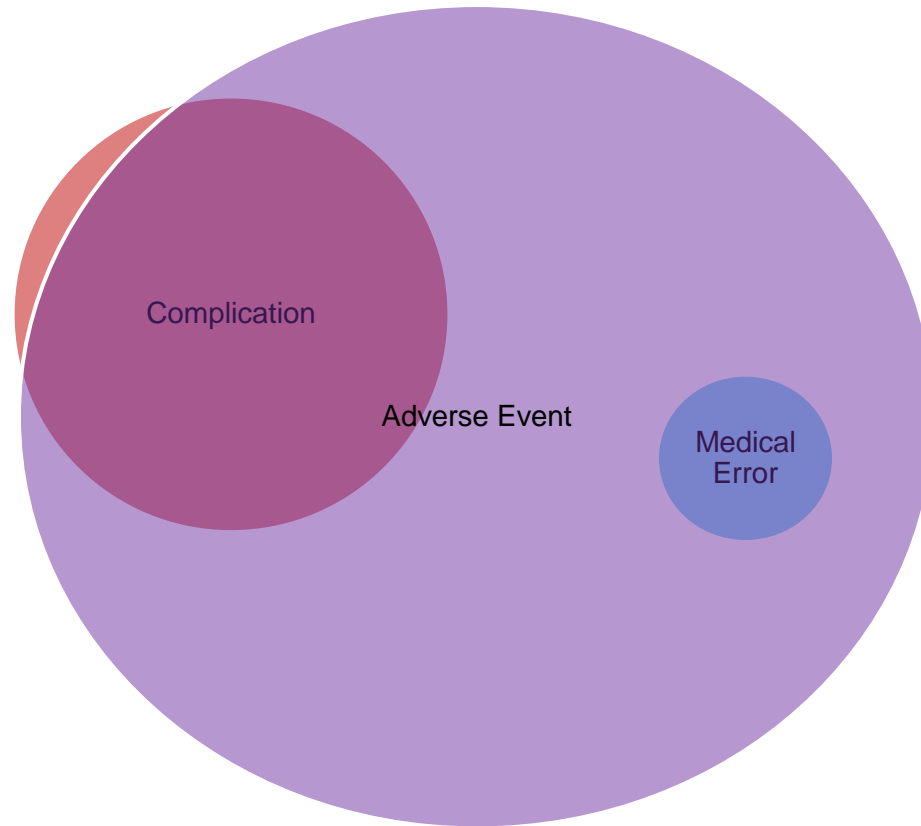
PATIENTS Believe Errors Can Be Defined as:	CLINICIANS Believe Errors Can Be Defined as:
Deviations from prescribed standard of care	Deviations from prescribed standards of care ONLY
Certain non-preventable adverse events	No
Poor quality of service	No
Poor interpersonal skills of practitioners	No

Put yourself in the Patient's Shoes

What is an Adverse Event? A Clinician Perspective:



What is an Adverse Event? A Patient Perspective:



Now what?

- About 90% of the time, the CARE process is just about this communication with the patient and family that works through these different perspectives effectively.
- Negotiating these differences in perspectives is incredibly important to a successful resolution of an event, but it also very challenging.