AdverseEventCard_Front_Final.pdf 1 11

ADVERSE EVENT PROCEDURE

ADVERSE EVENT

An injury that was caused by medical management rather than the patient's underlying condition. Not all adverse events are the result of an error.

- After an adverse event, immediately notify patient's attending and your supervisor.
- Then call Patient Safety for communication coaching **(see reverse side of card)**.
- Adverse events ***must be communicated*** to patients/families when:
  - › You would want to know about the event if it had happened to you or a relative
  - › The event may result in a change in treatment, either now or in the future
- Communicate "near misses" to supervisors to prevent future injuries.

AdverseEventCard_Back_Final.pdf 1 11/

ADVERSE EVENT COMMUNICATION

Before communicating an adverse event to a patient:

CALL PATIENT SAFETY

WEEKDAY HOURS (M-F, 8-5) › PAGE

Patient Safety.....#3-HELP (34357)

OFF HOURS › PAGE
Administrative Clinical Supervisor.....#92465

Expert coaching and other resources are available to you at all times.

Communicating an adverse event to a patient is not easy for anyone, but we are here to help!