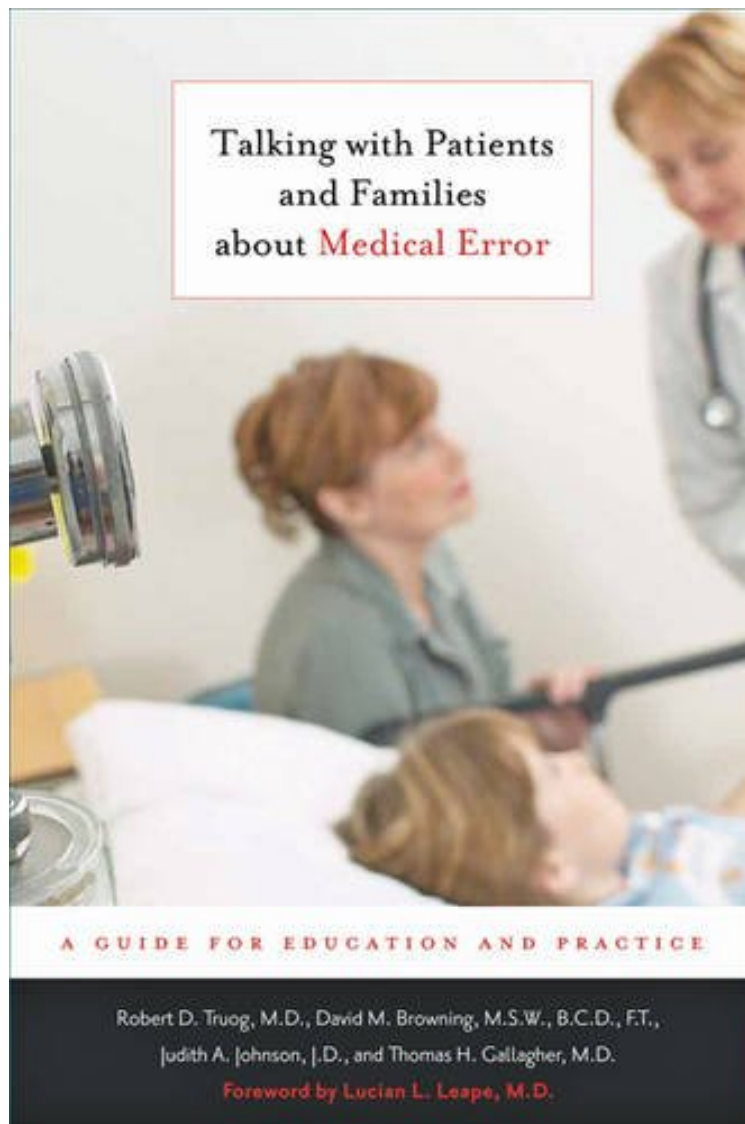


(Free and download) Talking with Patients and Families about Medical Error: A Guide for Education and Practice

Talking with Patients and Families about Medical Error: A Guide for Education and Practice

Robert D. Truog MD, David M. Browning MSW BCD FT, Judith A. Johnson JD, Thomas H. Gallagher MD
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Robert D. Truog MD, David M. Browning MSW BCD FT, Judith A. Johnson JD, Thomas H. Gallagher MD : **Talking with Patients and Families about Medical Error: A Guide for Education and Practice** before purchasing it in order to gauge whether or not it would be worth my time, and all praised Talking with Patients and Families about Medical Error: A Guide for Education and Practice:

1 of 1 people found the following review helpful. Terrific resource for clinicians and leaders
By Customer
This team is exceptionally well qualified to write this book, and they have gathered in one very readable and concise volume both the academic literature and the practical tips and strategies that healthcare providers need to move past the "disclosure gap" to a true partnership with patients and families. This is very difficult stuff, emotionally overwhelming and professionally terrifying, and this guide can help organizations to set up systems to support their clinicians to do the right thing. Ultimately this is essential for good patient care. Whether a medical error causes irreparable harm or merely a pit-of-the-stomach sense of what could have occurred, it is essential that there be compassion, transparency, and partnership to try to restore trust. This team continues to produce some of the leading academic literature on this topic. This book is a must-read for anyone interested in patient safety, partnership with patients and families, quality improvement and conducting any kind of "difficult conversation."
0 of 0 people found the following review helpful.
Part of job
By Loeyfield
This is part of my job. Some was familiar and consistent with past teachings.. But some great ideas, helpful hints.

More than a million patient safety incidents occur every year, and medical error is the third leading cause of death in the United States. Illuminating the experiences of those affected by medical error—patients, their loved ones, and physicians and other medical professionals—Talking with Patients and Families about Medical Error delves deeply into the challenges of communicating honestly and openly about mistakes in medical practice.
Based on guidelines from the Institute for Professional and Ethical Practice and the authors' own experiences, the practice-based approaches outlined here offer concrete guidance on initiating discussions dealing professionally and compassionately with patients' reactions who should be included in the conversation what information should be documented in the medical record how to respond to questions about financial compensation
Aimed at promoting resolution and healing, this book stresses the importance of clear, empathetic communication that will improve clinical and organizational responses to medical missteps and mismanagement. It emphasizes five features of the physician-patient relationship deserving of special attention: transparency, respect, accountability, continuity, and kindness (TRACK). Narrative examples of common situations demonstrate how conversations about medical error can lead to healing.

"Professional health collections will consider this essential." (Midwest Book)
"Recommended." (Choice)
About the Author
Robert D. Truog, M.D., is a professor of medical ethics, anaesthesiology, and pediatrics at Harvard Medical School and a senior associate in Critical Care Medicine at Children's Hospital Boston. David M. Browning, M.S.W., B.C.D., F.T., is a senior scholar at the Institute for Professionalism and Ethical Practice at Children's Hospital Boston and a lecturer at Harvard Medical School. Judith A. Johnson, J.D., is an attorney, a clinical ethicist at Children's Hospital Boston, and a lecturer at Harvard Medical School. Thomas H. Gallagher, M.D., is a general internist and an associate professor in the Department of Medicine and the Department of Bioethics and Humanities at the University of Washington School of Medicine in Seattle. Research and practical application of the guidelines outlined in Talking with Patients and Families about Medical Error was funded primarily by CRICO, the medical malpractice insurer for the Harvard Medical Institutions.