



Every day, physicians, nurses and others disclose information about diagnosis, prognosis, and course of treatment to patients and families. Why then does disclosure of unanticipated events continue to be one of the most challenging communications that can occur in a provider-patient relationship? It is because nothing can completely prepare providers in explaining that due to events outside of their control, patients and their families' greatest hopes and expectations have been denied. Moreover, being able to maintain an internal sense of professional and personal self-esteem while telling another that we have been part of a process that ultimately disappoints is the most difficult conversation we can have.

*"I had the wonderful opportunity to hear The Risk Management and Patient Safety Institute speak on disclosure and apology. The program speakers were wonderful. They shared real-life stories and tragedies that brought the topic alive; it made it much more convincing and engaging."*

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*Partnering to Advance Patient Safety*

(888) 466-4272  
 www.rmpsi.com



**THE RM&PSI DISCLOSURE TRAINING PROGRAMS**

*Getting the support you need to disclose unanticipated outcomes*





## DISCLOSURE – THE RIGHT THING TO DO AND DOING IT RIGHT

The Risk Management and Patient Safety Institute offers training on all aspects of the communication and disclosure process. Whether you are looking for basic information on the disclosure process or an in-depth workshop on disclosure coaching skills and conflict resolution, we have a program that will fit your needs.

**Presentation/Training** — This 90-minute training program will cover background on disclosure, its impact on litigation, elements of the disclosure process, and effective communication tools.

**Theatre** — A unique one-hour program that uses actors to demonstrate how disclosure situations often emerge and go askew, followed by a didactic de-briefing session and a follow-up discussion.

**Disclosure Workshop** — A four-hour workshop that includes all of the information in our presentation/training program with additional discussions on the elements of apology and simulation practice in both basic disclosure and disclosures with apology.

**Coaching for Disclosure** — If your organization is looking to develop a group of people who accompany, assist, and support providers involved in the disclosure process, this six-hour session is for you. This presentation reviews everything in our presentation/training program and includes a discussion on basic coaching skills.

**Train the Trainer** — This one-and-a-half-day workshop is perfect when coaches need to prepare others to be coaches as well. You will receive an overview of disclosure, pedagogical technique for skill building, conflict resolutions skills and practice in all of the covered areas.

### OTHER DISCLOSURE SERVICES WE OFFER:

- ★ review and comment on current disclosure policies
- ★ discussion with medical executive committee or organizational leadership of benefits, drawbacks and approaches to disclosure
- ★ personal meetings with board of directors to present and discuss the role of the board in the disclosure process
- ★ coaching support to the risk manager and those responsible for the disclosure process in your organization for a period of six to 12 months

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*“I have previously gone to presentations on risk management, patient communication and disclosure, but your presentation brought home an important point that I had never explicitly considered before. As we go through the potentially complicated and intimidating processes of disclosure and conflict management, and indeed with any form of communication, it’s helpful to have a compass to guide the way.”*

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