KEY STEPS IN ERROR DISCLOSURE

Team Discusses the Error	1.) Acknowledges error 2.) Conducts blame-free communication during team conversation 3.) Demonstrates team-oriented communication 4.) Negotiates differences of opinion collaboratively 5.) Recognizes emotional impacts of errors on team members
Team Plans the Disclosure	1.) Advocates for full disclosure 2.) Plans roles for disclosure 3.) Anticipate patient's questions and reactions 4.) Plans responses to patient
Team Discloses Error to Patient	1.) Conducts explicit disclosure of error to patient (or family) 2.) Responds forthrightly to questions about event 3.) Apologizes upfront and early in conversation 4.) Conducts blame-free disclosure, acknowledges personal role 5.) Offers plans to prevent future errors 6.) Plans follow up with patient (or family)