



Reimagining healing after healthcare harm: the potential for restorative practices

Resources

The following resources have been shared by the speakers and webinar participants. Access the August 2020 webinar slides and recording [here](#).

- Pelletier, Elaine & Robson, Rob. (2008). [Giving Back the Pen: Disclosure, Apology and Early Compensation Discussions after Harm in the Healthcare Setting](#). Healthcare quarterly (Toronto, Ont.). 11. 85-90. 10.12927/hcq.2008.19655.
- Agency for Healthcare Research and Quality. (2017). [Communication and Optimal Resolution \(CANDOR\) Toolkit](#).
- Wailling, J., Marshall, C., & Wilkinson, J. (2019). [Hearing and responding to the stories of survivors of surgical mesh: Ngā kōrero a ngā mōrehu – he urupare](#) (A report for the Ministry of Health). Wellington, New Zealand: The Diana Unwin Chair in Restorative Justice, Victoria University of Wellington.
- Patients for Patient Safety Canada (2010) – [Principles of disclosing harm](#)
- World Alliance for Patient Safety. (2006). [Patients for Patient Safety - London declaration](#)
- Liao & Rupp (2005) [The impact of justice climate and justice orientation on work outcomes: A cross-level multifocal framework](#). Journal of Applied Psychology vol 90 (2), 242-256
- Kernan & Hanges (2002) [Survivor reactions to reorganisations: antecedents and consequences of procedural, interpersonal and informational injustice](#). Journal of Applied Psychology Oct
- The Independent Medicines and Medical Devices Safety Review. (2020). [First do no harm](#). London, UK. The Review focused on what has happened in response to safety concerns raised about three medical interventions: surgical mesh, Primodos and sodium valproate.
- WHO Global Learning Lab. (2018). [Webinar 5: Compassion – the heart of quality people-centred health services](#).
- Collaborative for Accountability and Improvement: <http://communicationandresolution.org/>

For more information or to share your experience, a resource, or feedback, please contact us at patients@cpsi-icsp.ca.