A culture of safety is one that discloses unanticipated outcomes to patients.

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Disclosing an incident that harmed a patient is an opportunity to:
- Reestablish trust between the caregiver(s) and the patient/surrogate
- Reduce the risk of a college or media complaint and or litigation
- Reduce the discomfort the caregiver is feeling
- Reduce the risk of a college or media complaint and or litigation
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The Ottawa Hospital Disclosure toolkit provides an overview of the steps that one should take in preparation for and when disclosing adverse events. The toolkit includes the following:
- Introduction and Quick Reference Tools
- Legal, Professional and Ethical Obligations
- What Patients and Families Want
- Preparing for Successful Disclosure Conversation
- Apologizing – Doing the Right Thing the Right Way
- Definitions
- Documentation
- Frequently Asked Questions
- Procedural Flowchart for Disclosure of Preventable Adverse Events
- Date and time and place of disclosure meeting
- Names of those present
- Facts of what occurred - “the material facts of what occurred with respect to the critical incident” Material facts are those facts that are considered important or essential.
- Actions taken (or to be taken to understand how the event occurred)
- The consequences for the patient of the critical incident, as they become known
- The actions taken and recommended to be taken to address the consequences to the patient of the critical incident, including any health care or treatment that is advisable
- Responses to questions answered
- Transfer of care to another physician/Involvement of other health care professional
- Considered
- Discussed
- Planned
- Completed
- Offers of assistance made (as appropriate)
- Social Work
- Spiritual Care
- Patient Relations
- Indicate acceptance or rejection of offers
- Name of individual who will follow up with patient/surrogate where appropriate
- Contact number
- Other issues
- Patient/surrogate requested chart - Yes/No
- Signature of health care practitioner

**Disclosure Toolkit**

Presented by the Department of Patient Relations & Risk Management

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