

No Harm Medical Errors: To disclose or not???

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What is the leading cause of complaints and legal action against doctors and hospitals?

Failure to be empathetic and honest

What is the topmost impediment to medical error disclosure?

- CLINICIAN FEAR
- Punitive action from hospital
- Unpredictable outcome from families
- Regulatory bodies such as GMC/MCI
- Malpractice insurance

Types of Adverse Events

- Near Miss event
- No harm event
- Sentinel event

Disclosure Policy

- Ideal: Disclose all adverse events
- Honesty is the best policy.

Near Miss

- Communicate to patient and family
- They also contribute to risk mitigation
- Example: Patient with similar name

No harm and sentinel events

- Disclose them.
- Disclose in a sincere and caring manner.
- Be ware of Clinical/Emotional/Information needs.
- **DO NOT ABANDON THE PATIENT**

SUMMARY OF DISCLOSURE OF PATIENT SAFETY INCIDENTS

- **Harm**
 - **Natural progression of the medical condition (disease process)**
 - **Discuss**
 - **Healthcare-associated event:**
 - **inherent risk of an investigation or treatment**
 - **system failure(s)**
 - **provider performance issue(s)**
 - **combination of these**
 - **Disclose**
- **No evident harm**
 - **Event reached the patient**
 - **Potential for harm**
 - **Disclose**
 - **No potential for harm**
 - **Generally disclose**
 - **Event did not reach the patient (near miss)**
 - **Disclose if risk persists**

How do you disclose medical error?

- Begin by stating that there has been an error
- Describe course of events using non technical language
- State the nature of mistake, consequences, corrective and preventive actions
- Express personal regret: APOLOGISE
- Elicit questions or concerns and address them
- Document and record the session

Advantages of Medical error disclosure

- Builds a long term trustworthy and lasting relationship.
- Avoids potential litigants.

Formal training in disclosure of medical errors

- All Royal College examinations such as MRCP, MRCS, MRCOG, FRCA, FRCS etc have OSCE stations where a trainee has to demonstrate ability to communicate medical errors
- Indian examinations must learn from this and teach junior doctors on how to go about this

Is anyone sharing my opinion?

- Honesty is the best policy: Benjamin Franklin
- Honesty and transparency make you vulnerable. Be honest anyway: Mother Teresa
- The first step is to be honest and then to be noble: Sir Winston Churchill
- Honesty is the first chapter in the book of wisdom: Thomas Jefferson

Universally applicable principles

- Satyameva Jayate
- Satyan nasti parodharmaha: There is no religion or law higher than truth: Helena Petrovna Blavatsky: Theosophical Society
- Dharmo rakshati rakshitaha
- It is very easy to utter truth. It is very difficult to utter a lie. This needs further lying and there is no end to the saga!!!

ASHWATHAMA HATHA

- ITI NAROVA KUNJAROVA
- This apparent Adharma was committed by Yudhistira in Mahabharata. Krishna guided this for that instance.
- Dr. Parag Rindani may argue that it is alright to hide truth in No harm events...
- Don't believe him.
- STICK TO TRUTH.

THANK YOU