

## Patient and Family Engagement (PFE) Quickinar Series, Session 8

Adverse Event Transparency: Supporting Patients, Families, and Staff

# OBJECTIVES

- Discuss the importance of adverse event transparency.
- Identify the impact of adverse events to patients, families, and staff.
- Demonstrate how programs like Communication And Optimal Results (CANDOR), can assist in supporting patients, families, and staff through an adverse events.





#### **CANDOR**

Austin Peterson, MBA-HCM, BSN, RN System Director, Patient Harm Prevention Common Spirit Health

#### **Key Concepts**

 The CANDOR process is a fundamental change in managing unexpected harm to patients based on transparency and providing continual communication to the patient and family until the event reaches resolution.

 A CANDOR event is an unexpected set of circumstances that result in harm to a patient that triggers an immediate response to communicate with the patient and care providers.

 The goal of CANDOR is to provide an answer for what happened, and how the organization will fix this and ultimately have resolution.





## Join Us for the Health Equity Quickinar Series: 2nd and 4th Thursdays

Objectives:

Recordings, slides, and resource links will be posted for on-demand access after every session.

#### 10. Health Equity FAQs Answered

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Thursday, May 25, 2023 | 1 p.m. ET | 12 noon CT | 11 a.m. MT | 10 a.m. PT

- Review best practices for advancing health equity.
- Discuss frequently-asked questions on health equity measures.

1. Health Equity, Hospitals, and CMS Reporting	_	2. Engaging Leadership in Health Equity	_
3. Health Equity as a Strategic Priority	_	4. Collecting and Validating REaL Data	_
5. Social Determinants and Social Drivers of Health	_	6. Screening for Social Drivers	_
7. Culturally Competent Data Training		8. Analysis and Stratification of Health Equity Data	_
9. Health Equity Interventions	_	10. Health Equity FAQs Answered	
11. Community Paramedicine	_	12. Identifying Community Health Disparities	_
13. Community Engagement—Health Equity			



## Join Us for the Patient and Family Engagement (PFE) Quickinar Series: 1st and 3rd Thursdays

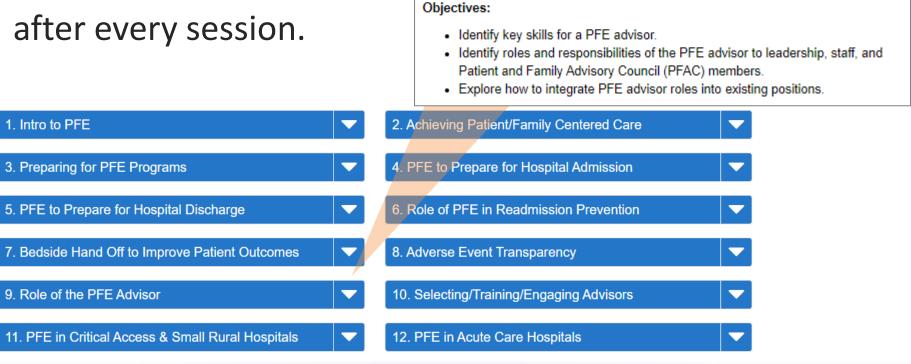
Advisor

9. Role of the PFE Advisor

The Role of the Hospital Patient and Family Engagement

Thursday, June 1, 2023 | 1 p.m. ET | 12 noon CT | 11 a.m. MT | 10 a.m. PT

Recordings, slides, and resource links are posted for on-demand access after every session.



## QUESTIONS?





### Thank you!

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