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

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

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

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

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QUESTIONS?
Thank you!