

**Healing After Harm:
How an Organization's Response
Impacts the Patient and Family's Ability
to Heal After Medical Error**

Steve Burrows, Writer/Director/Producer

Leilani Schweitzer, Patient Activist

Jack Gentry, Patient Activist

Moderators: Tim McDonald & Deanna Tarnow

Conflict of Interest Disclosure

Steve Burrows reported no relevant financial relationships or relationships he has with ineligible companies of any amount during the past 24 months.

Conflict of Interest Disclosure

Leilani Schweitzer reported no relevant financial relationships or relationships she has with ineligible companies of any amount during the past 24 months.

Conflict of Interest Disclosure

Jack Gentry reported no relevant financial relationships or relationships he has with ineligible companies of any amount during the past 24 months.

Conflict of Interest Disclosure

Tim McDonald, MD, JD reported no relevant financial relationships or relationships he has with ineligible companies of any amount during the past 24 months.

Conflict of Interest Disclosure

Deanna Tarnow, RN, BA, CPHRM reported no relevant financial relationships or relationships she has with ineligible companies of any amount during the past 24 months.

Objectives

Following the session, attendees will be able to

1. Describe the collateral damage associated with the “wall of silence” that often follows tragic events in healthcare.
2. List the ways that BETA HEART® or CANDOR can restore trust after tragedy.
3. Outline the actions leadership must take to establish a culture of safety founded on empathy and trust.

Transforming Patient Safety



Report Findings

- Preventable harm rates too high
- Progress too slow
- Evidence-based solutions emerging
- Must become a national priority



REPORT TO THE PRESIDENT A Transformational Effort on Patient Safety

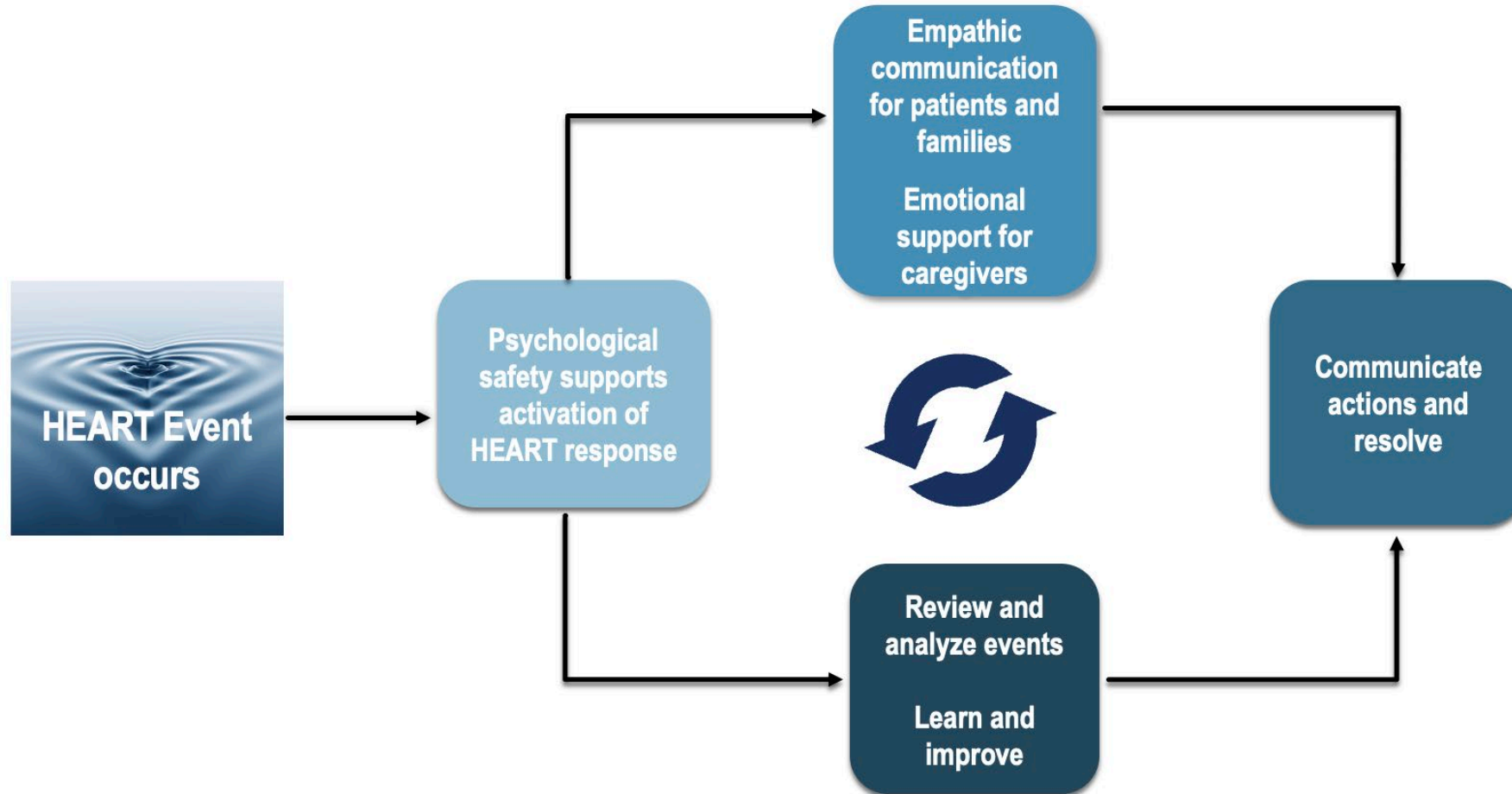
Executive Office of the President
President's Council of Advisors on
Science and Technology

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Recommendations

- Incentivize Evidence-Based Solutions: CANDOR/HEART
- Learning Ecosystem; Just Culture
- Partner with Patients
- Eliminate Disparities
- Leverage data and software



2023

HQI and Hospital Council ANNUAL CONFERENCE

LAKE TAHOE

Questions

Thank you

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Jack Gentry

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