

Disclosure Checklist

| | Effective | Needs improvement | Not done |
|---|-----------|-------------------|----------|
| Elements of disclosure discussion | | | |
| Acknowledges that something unexpected has happened | | | |
| Asks first what patient/family knows about the situation | | | |
| Presents objective facts without blame or speculation | | | |
| Discusses revised plan of care (including transfer to another provider, if appropriate) | | | |
| Expresses empathy (e.g. "I am sorry that this has happened.") | | | |
| Asks patient/family what they need from the healthcare team | | | |
| Appropriately closes meeting (next steps, timelines, follow-up plan) | | | |
| Patient-centered communication | | | |
| Demonstrates empathy, compassion and sincerity | | | |
| Shares information using appropriate language, checking for understanding | | | |
| Listens carefully, minimizing interruptions | | | |
| Allows patient/family to express what the harm means to them | | | |
| Provides opportunity for patient/family to ask questions | | | |
| | | | |

Comments/observations: