

Communication AND Optimal Resolution (CANDOR)

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

Who We Are

CommonSpirit Health

Our Mission: As CommonSpirit Health, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

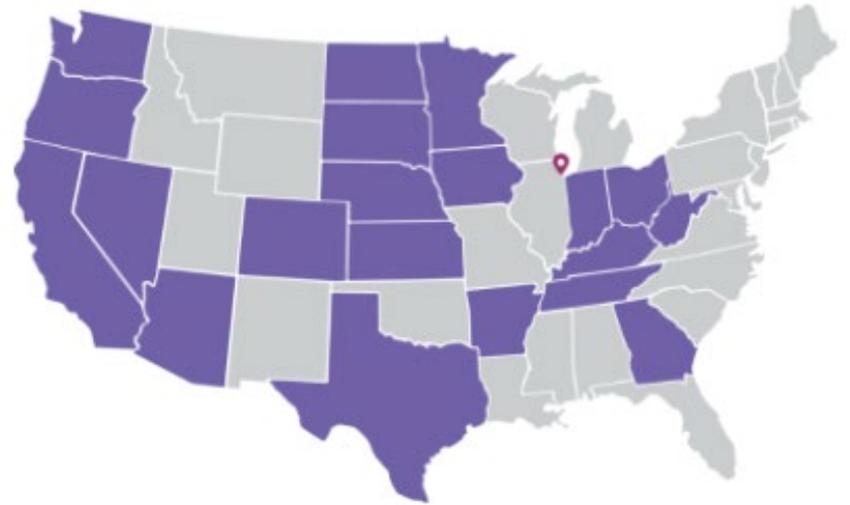
Demographics:

Cover 22 states

>140 Hospital

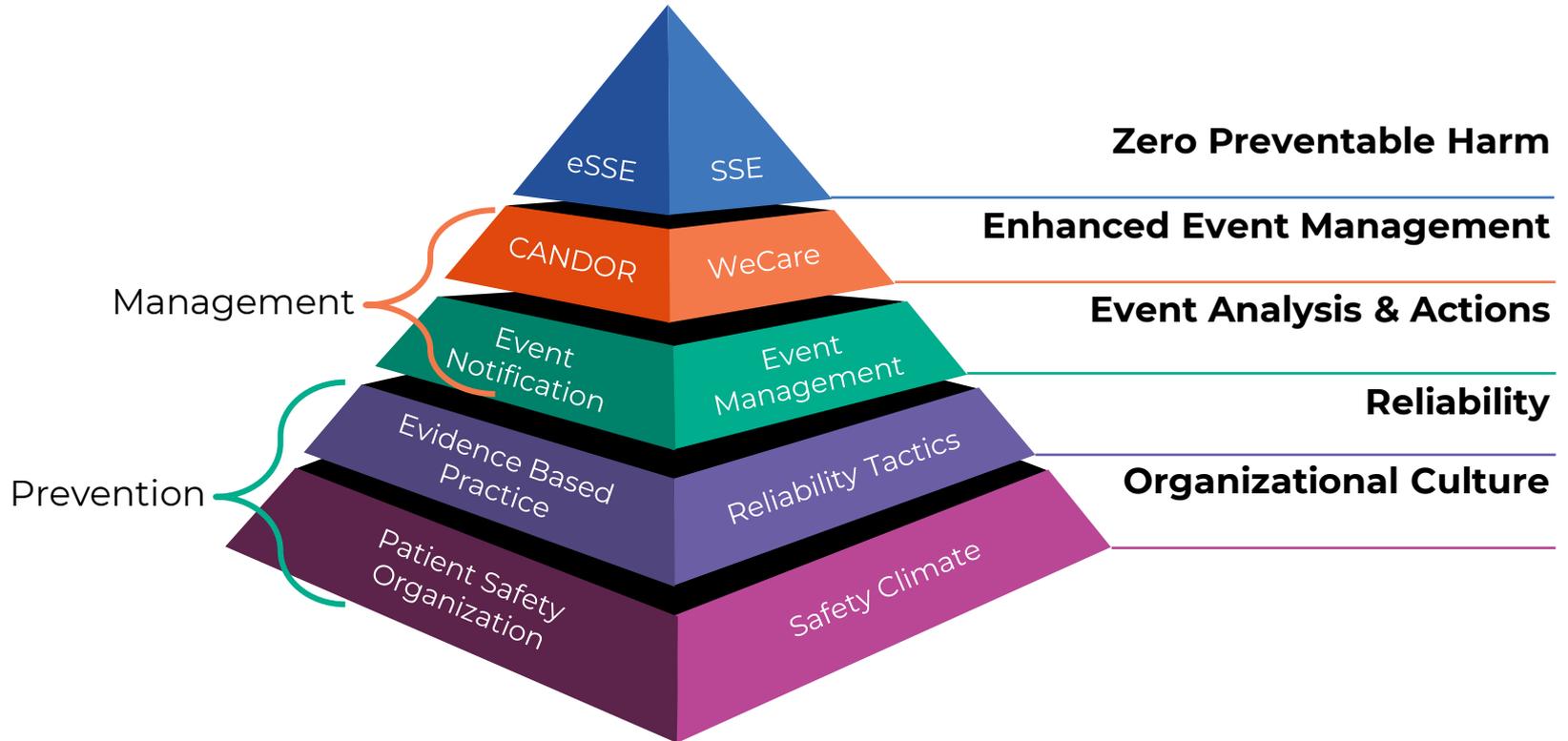
1,600+ Clinics

165,000 Employees



Safety at CommonSpirit

SafetyFirst: A Vision



*SSE - serious safety events: deviations that reached the patient, and caused moderate to severe harm; eSSE - employee serious safety event rate

What is CANDOR?

- A fundamental change in how we manage unexpected harm to our patients
- It is based on transparency and providing continual communication until the event reaches resolve
- CANDOR not only addresses the needs of patient/families but also proactively provides support for the caregivers directly affected
- It makes the organization safer by actively managing safety events and also adhering to our values

A CANDOR Event is an unexpected set of circumstances that result in harm to a patient

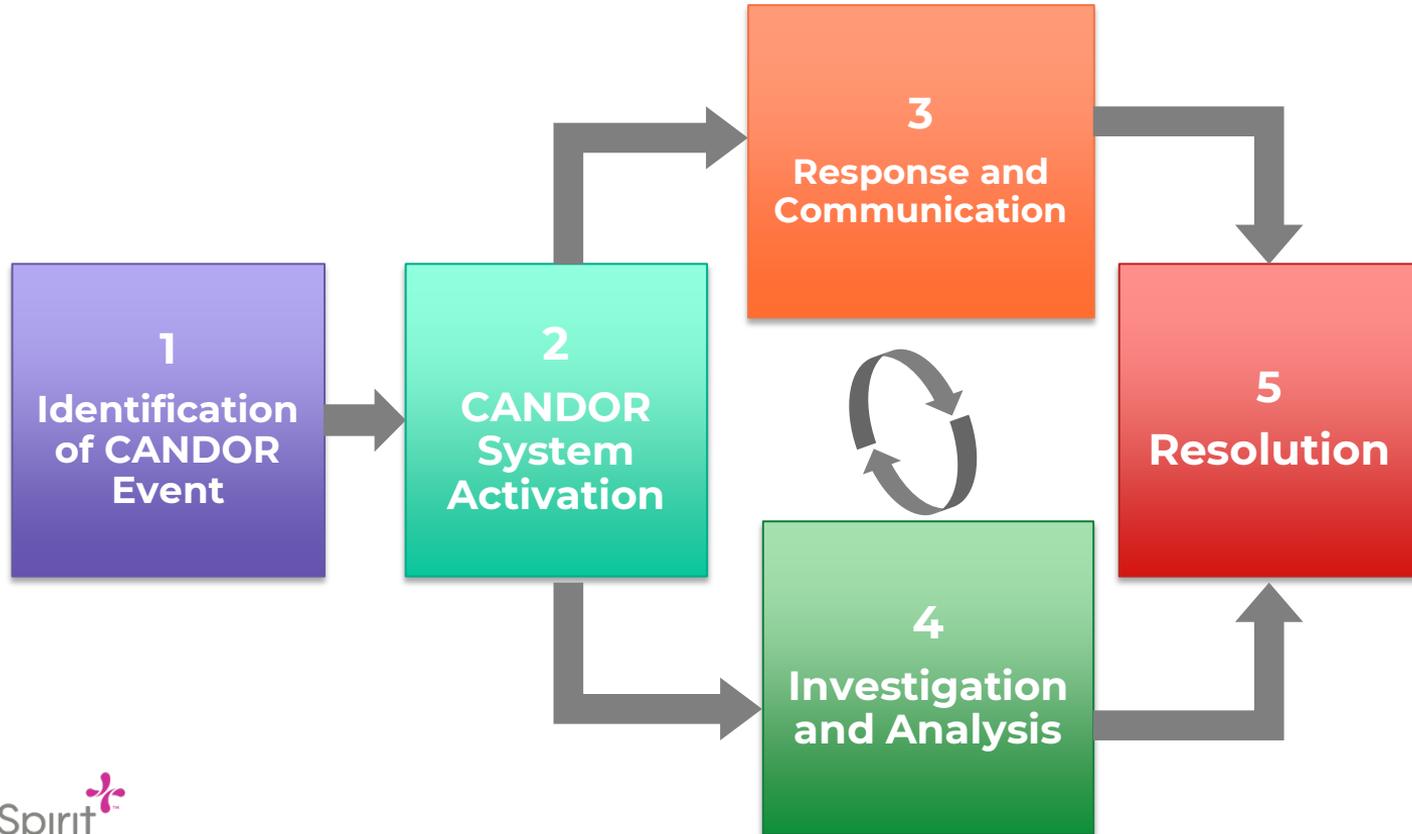


The event triggers an immediate response to communicate with the patient and care providers



Goal is to provide an answer as to what happened, how can we fix this and ultimately have resolution

CANDOR is a Process



CANDOR Components

Event Identification

Either through event reporting or verbal communication. This initiates the CANDOR process. Event reporting is also the mechanism for identifying system issues.

CANDOR Activation

The initiation of the Patient Communication Team (PCT) and the WeCare to begin the initial response and communication of an unexpected harm event to the patient/family along with the care providers.

Communication & WeCare

This is a dual action response where the PCT connects with the patient/family with empathy about the unexpected event and where the WeCare Team connects with care providers who have been involved in the event. This is ongoing until resolution is achieved.

Investigation & Analysis

This is critical to understanding what happened, finding root causes and developing action plans and prevention strategies to prevent like events from recurring, which is the ultimate goal

Resolution

Resolution is a key component that ultimately and hopefully will bring closure to patients, families and staff directly affected by the event.

The Benefits of CANDOR

Components	Traditional	CANDOR
Incident reporting	Delayed	Immediately
Communication with patient and family	Delay, deny, and defend	Transparent, ongoing
Event analysis	Focus on MD and RN	Focus on human factors and Just Culture
Quality improvement	Educate and train	Drive value through system solutions, disseminated learning
Financial resolution	Family prevails on a malpractice claim	Proactively address patient needs, partner with claims, stop bills
Care for the caregivers	Informal program	Offered immediately, ongoing
Patient and family involvement	Little to none	Extensive and ongoing

Why CANDOR is Critical

Long-Term Impacts Faced by Patients and Families After Harmful Healthcare Events

Madelene J. Ottosen, PhD, RN, Emily W. Sedlock, MPH,* Aitebureme O. Aigbe, DrPH,* Sigall K. Bell, MD,†
Thomas H. Gallagher, MD,‡ and Eric J. Thomas, MD, MPH§*

Secondary Harm

- Not only is the initial impact of the event harmful, how the event is managed can contribute additional harm, known as secondary harm
- Notable delays include
 - Delay, deny, and defend tactics
 - CANDOR is relatively new
 - Difficulty identifying CANDOR Events
 - Competing priorities
 - ***Optimistic belief that resolution is the final healing component***

Social/Behavioral Impact

59% with dramatic changes due to physical ramifications and emotional stressors

“I wanted to tell my story. My whole goal, since I can’t do research anymore, since I can’t teach anymore, and since I know I am dying, is to save the lives of other people. That’s all I care about.”

33% changed how they seek healthcare and avoid it when possible

“Now I have this big fear of going to a hospital. I’d rather croak in my own bed than go to a hospital. After all this stuff that I saw.”

Psychological Impact

50%

**Persistent
Anger**

- Providers did not acknowledge or apologize for the errors
- Went to extreme length to cover up the event
- Felt lied to

53%

**Vivid
Memories**

Consistent experiences of: nightmares, hell, terrified, horrified

Reliving the “worst week of my life”

38%

Self-Blame

“Having a sense that something is not right, but didn’t trust first instincts”

“Have ongoing regret not being a better advocate”

34%

Grief

Continual feelings of grief, sadness, and suffering from the harmful experience

Felt helpless and abandoned by the facility

34%

**Psychological
Scars**

Developed depression, paranoia, suicidal thoughts

Unable to forgive facility due to how they were treated

Thank you!

Contact:

Austin.Peterson@CommonSpirit.Org