RISK RESOURCES
Disclosure of Unanticipated Outcomes

AGENCY FOR HEALTHCARE RESEARCH AND QUALITY
- Communication and Optimal Resolution (CANDOR) Toolkit
- Full Disclosure of Medical Errors Reduces Malpractice Claims and Claim Costs for Health System (Health Care Innovations Exchange)
- Patient Safety Primer: Error Disclosure
- Patient Safety Primer: Support for Clinicians Involved in Errors and Adverse Events (Second Victims)

AMERICAN COLLEGE OF PHYSICIANS
- Disclosing Medical Errors the Right Way

AMERICAN MEDICAL ASSOCIATION
- Code of Medical Ethics: Chapter 2, Opinions on Consent, Communication & Decision Making
- Disclosure of “Nonharmful” Medical Errors and Other Events: Duty to Disclose
- Medical Error Calls for Honest Disclosure

AMERICAN NURSE TODAY
- When Something Goes Wrong: How to Disclose an Error

BRIGHAM AND WOMEN’S HOSPITAL
- Disclosure and Apology (The Center for Professionalism and Peer Support)

BRITISH MEDICAL JOURNAL
- Patients’ and Family Members’ Views on How Clinicians Enact and How They Should Enact Incident Disclosure: The “100 Patient Stories” Qualitative Study

CRICO STRATEGIES
- Disclosure + Apology
INSTITUTE FOR HEALTHCARE IMPROVEMENT
- Disclosure Toolkit and Disclosure Culture Assessment Tool
- Respectful Management of Serious Clinical Adverse Events

MEDICAL ECONOMICS
- Why Empathy May Be The Best Risk Management Strategy

NATIONAL CONFERENCE OF STATE LEGISLATURES
- Medical Professional Apologies Statutes

NATIONAL PATIENT SAFETY FOUNDATION
- Safety Is Personal: Partnering with Patients and Families for the Safest Care
- Stories and Strategies: Addressing Challenges to Disclosure

PATIENT SAFETY & QUALITY HEALTHCARE
- Patient- and Family-Centered Care: Error Disclosure and Investigation

PHYSICIANS PRACTICE
- Disclosing Medical Errors to Patients: Ethical and Legal Dilemmas

SORRY WORKS!
- States With Apology Laws

MedPro Group is the marketing name used to refer to the insurance operations of The Medical Protective Company, Princeton Insurance Company, PLICO, Inc. and MedPro RRG Risk Retention Group. All insurance products are underwritten and administered by these and other Berkshire Hathaway affiliates, including National Fire & Marine Insurance Company. Product availability is based upon business and regulatory approval and may differ between companies.