

## **Mary Lanning Memorial Hospital: communication is key.**

January 4, 2017

Lindblad B, Chilcott J, Rolls L. Mary Lanning Memorial Hospital: communication is key. Joint Commission journal on quality and safety. 2004;30(10):551-8.

<https://psnet.ahrq.gov/issue/mary-lanning-memorial-hospital-communication-key>

---

This rural hospital adopted a progressive approach to promote open communication with patients and families when disclosing medical errors. The initiative supported their efforts toward an improved patient [safety culture](#).