

Medical error disclosure training: evidence for values-based ethical environments.

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Many factors inhibit clinicians from disclosing medical errors to patients, ranging from inadequate training in [error disclosure](#), fear of precipitating a malpractice lawsuit, and sometimes explicit [discouragement](#) of disclosure. This article draws a sharp contrast between the traditional "deny and defend" approach to error disclosure, and the "disclose and apologize" model that has been successfully [implemented](#) at some institutions. Based on survey data, the authors argue that formal error disclosure training programs for staff not only teach important skills, but promote a values-based [work environment](#). Health care leaders, in their view, should adopt "disclose and apologize" policies, and train employees to disclose and discuss errors as a key part of improving organizational [safety culture](#).