

Emotional harm from disrespect: the neglected preventable harm.

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Sokol-Hessner L, Folcarelli P, Sands KEF. Emotional harm from disrespect: the neglected preventable harm. *BMJ Qual Saf.* 2015;24(9):550-3. doi:10.1136/bmjqs-2015-004034.

<https://psnet.ahrq.gov/issue/emotional-harm-disrespect-neglected-preventable-harm>

Health care–associated harm can be physical, financial, or emotional. Advocating for increased focus on emotional harm resulting from insufficient [respect](#) for patients, this commentary reviews a conceptual framework developed by a multidisciplinary panel and recommends that institutions promote [voluntary reporting](#) of these harms, work to understand the severity of harm, and determine [accountability](#) when these events occur. The authors encourage health professionals to address emotional harms with the same rigor that has been applied to physical harms. [Patient-centered care](#) has been proposed as a strategy for reducing preventable harms.