

Patients' experiences with communication-and-resolution programs after medical injury.

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<https://psnet.ahrq.gov/issue/patients-experiences-communication-and-resolution-programs-after-medical-injury>

[Communication-and-resolution programs](#) have demonstrated declines in malpractice claims in [early studies](#), but [implementing](#) these programs effectively has been a challenge. This study is the first to examine [patient perspectives](#) on communication-and-resolution programs. Investigators interviewed 30 patients, most of whom experienced harm. Respondents expressed a desire for providers to listen to their perspectives without interruptions, consistent with [prior studies](#). Although patients wished for information regarding what hospitals planned to do to prevent similar events in the future, most reported that they did not receive such follow-up. The authors state that their findings represent opportunities to improve communication-and-resolution programs. A past [PSNet interview](#) discussed an organization's pioneering efforts to implement a communication-and-response system.