

Lessons learned from implementing a principled approach to resolution following patient harm.

May 4, 2019

Smith KM, Smith LL, (Jack) Gentry JC, et al. Lessons learned from implementing a principled approach to resolution following patient harm. J Patient Saf Risk Manag. 2018;24(2):83-89.

doi:10.1177/2516043518813814.

<https://psnet.ahrq.gov/issue/lessons-learned-implementing-principled-approach-resolution-following-patient-harm>

Appropriate response to patient and family concerns after health care–associated harm is important. This commentary describes a seven-element approach to [resolving](#) family and patient issues following harmful error incidents. Strategies include providing immediate support to patients and families, rethinking [legal action](#), committing to making changes required to address problems, and developing a [communication-and-resolution program](#) community.