

## **Association of open communication and the emotional and behavioural impact of medical error on patients and families: state-wide cross-sectional survey.**

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Prentice JC, Bell SK, Thomas EJ, et al. Association of open communication and the emotional and behavioural impact of medical error on patients and families: state-wide cross-sectional survey. *BMJ Qual Saf.* 2020;29(11):883-894. doi:10.1136/bmjqs-2019-010367.

<https://psnet.ahrq.gov/issue/association-open-communication-and-emotional-and-behavioural-impact-medical-error-patients>

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This article describes results of a cross-sectional recontact survey of Massachusetts residents on the persisting impacts of medical errors. Of respondents who reported a medical error occurred 3-6 years ago, 51% reported at least one emotional impact, 57% reported avoiding the doctor(s) or facility(s) involved in the error, and two-thirds of respondents reported a loss of [trust](#) after the medical error. Logistical regression analyses, controlling for error severity, suggests that open communication can reduce persistent emotional impacts and avoidance of doctors/facilities involved in the error.