

Disclosing adverse events in clinical practice: the delicate act of being open.

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<https://psnet.ahrq.gov/issue/disclosing-adverse-events-clinical-practice-delicate-act-being-open>

Understanding [patient](#) and [provider](#) preferences and perspectives is essential to effective [error disclosure](#). This review explored the perspectives of patients and healthcare professionals involved in disclosure communication. Findings suggest that factors influencing effective disclosure occur on three levels: interpersonal skills (e.g., communication, adaptability, tailored communication, and creating space for emotions), organizational practices (e.g., prompt disclosure, private spaces, supporting patients to report errors), and supportive factors (e.g., disclosure training, culture of openness).