

Support for healthcare workers and patients after medical error through mutual healing: another step towards patient safety.

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<https://psnet.ahrq.gov/issue/support-healthcare-workers-and-patients-after-medical-error-through-mutual-healing-another>

Healthcare workers (HCW) and patients can experience negative psychological impacts following medical error; the negative impact can be [compounded](#) when workers and patients are prevented from processing the error. This study explored interactions between patients/families and HCWs following a medical error, highlighting barriers to communication, as well as the need for training and peer support for HCWs. Importantly, HCW and patients/families expressed feeling empathy towards the other and stressed that open communication can lead to [healing](#) for some.