
DVD REVIEW

Anger management in disclosure of adverse events

How To Deal with Anger and Other Emotions in Adverse Events and Error Disclosure

Dr. Robert Buckman

Publisher: Cinemedic Productions, Toronto, Ontario, Canada; \$239

Communication with patients and their families – especially about adverse outcomes – is a highly charged topic in patient safety. A 2-DVD set titled *How To Deal with Anger and Other Emotions in Adverse Events and Error Disclosure* by Dr. Robert Buckman may help risk managers with the issue of proper disclosure techniques. Buckman is a medical oncologist at the Toronto-Sunnybrook Regional Cancer Centre and a professor at the University of Toronto. The DVD set is sponsored by the University of Florida and the State of Florida Agency for Health Care Administration.

ASHRM in its 2001 white paper “Perspective on Disclosure of Unanticipated Outcome Information” (written in anticipation of the Joint Commission on Accreditation of Healthcare Organizations Standard) and its 2003 three-part follow-up series of monographs on disclosure set forth the rationale and methods for disclosure. Aside from the JCAHO Standard for accredited facilities to have an adverse event policy that should include communication with patients and families, risk managers would agree that there is an obligation to communicate these events to patients. The issue then becomes: How to do it? Like ASHRM’s monographs, this DVD set provides some important help.

Using eight unscripted scenarios, Buckman covers four categories that require disclosure: 1) when the patient’s clinical state has taken a major and unexpected change for the worse, 2) a situation in which an adverse event has occurred, 3) when there has been a medical error resulting in a significant clinical effect and 4) informing relatives following a death.

Buckman’s strategy to help risk managers and other health care providers in their communication efforts is based on five components, or “CONES,” that he believes must be addressed in disclosure: C-Context (the physical setting), O-Opening shot (establishing the agenda), N-Narrative (the explanation), E-Emotions, and S-Strategy and Summary (the plan for future contact).

Here, after all the emphasis on what should be done in the event of an adverse outcome, is information on *how* to accomplish the goal of proper

communication. “Visual” people especially will appreciate the ability to view the DVDs and imagine how they would react in the video scenarios as the caregiver. This DVD set would be a great tool for any health care provider: physician, nurse, risk manager or patient safety officer... anyone who must communicate an adverse event to the public.

“*How To Deal with Anger and Other Emotions*” could be included in the education process of medical students and residents. It could also be used in medical school curriculum as part of patient safety education and communication, and for residents as part of their orientation or weekly conferences. The different scenarios could be presented as individual teaching tools with discussion during a weekly hour conference.

This DVD set and its accompanying discussion book would also be appropriate for people who feel uncomfortable in communicating adverse events because it will help them improve their communication skills. It can be ordered from CineMedic Distributors, (866) 488-8234.

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Note: This product has not been endorsed by ASHRM.

