



# Patient and Family Engagement (PFE) Quickinar Series, Session 8

## Adverse Event Transparency: Supporting Patients, Families, and Staff

# OBJECTIVES

- Discuss the importance of adverse event transparency.
- Identify the impact of adverse events to patients, families, and staff.
- Demonstrate how programs like Communication And Optimal Results (CANDOR), can assist in supporting patients, families, and staff through an adverse events.

# CANDOR

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# Key Concepts

- The CANDOR process is a fundamental change in managing unexpected harm to patients based on transparency and providing continual communication to the patient and family until the event reaches resolution.
- A CANDOR event is an unexpected set of circumstances that result in harm to a patient that triggers an immediate response to communicate with the patient and care providers.
- The goal of CANDOR is to provide an answer for what happened, and how the organization will fix this and ultimately have resolution.



# Join Us for the Health Equity Quickinar Series: 2nd and 4th Thursdays

Recordings, slides, and resource links will be posted for on-demand access after every session.

## 10. Health Equity FAQs Answered

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*Thursday, May 25, 2023 | 1 p.m. ET | 12 noon CT | 11 a.m. MT | 10 a.m. PT*

#### Objectives:

- Review best practices for advancing health equity.
- Discuss frequently-asked questions on health equity measures.

1. Health Equity, Hospitals, and CMS Reporting



2. Engaging Leadership in Health Equity



3. Health Equity as a Strategic Priority



4. Collecting and Validating REaL Data



5. Social Determinants and Social Drivers of Health



6. Screening for Social Drivers



7. Culturally Competent Data Training



8. Analysis and Stratification of Health Equity Data



9. Health Equity Interventions



10. Health Equity FAQs Answered



11. Community Paramedicine



12. Identifying Community Health Disparities



13. Community Engagement—Health Equity



# Join Us for the Patient and Family Engagement (PFE) Quickinar Series: 1st and 3rd Thursdays

Recordings, slides, and resource links are posted for on-demand access after every session.

- 1. Intro to PFE
- 3. Preparing for PFE Programs
- 5. PFE to Prepare for Hospital Discharge
- 7. Bedside Hand Off to Improve Patient Outcomes
- 9. Role of the PFE Advisor
- 11. PFE in Critical Access & Small Rural Hospitals

- 2. Achieving Patient/Family Centered Care
- 4. PFE to Prepare for Hospital Admission
- 6. Role of PFE in Readmission Prevention
- 8. Adverse Event Transparency
- 10. Selecting/Training/Engaging Advisors
- 12. PFE in Acute Care Hospitals

## 9. Role of the PFE Advisor

The Role of the Hospital Patient and Family Engagement Advisor

*Thursday, June 1, 2023 | 1 p.m. ET | 12 noon CT | 11 a.m. MT | 10 a.m. PT*

### Objectives:

- Identify key skills for a PFE advisor.
- Identify roles and responsibilities of the PFE advisor to leadership, staff, and Patient and Family Advisory Council (PFAC) members.
- Explore how to integrate PFE advisor roles into existing positions.

# QUESTIONS?



# Thank you!

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