

CANDOR

Communication AND Optimal Resolution



Minnesota Psychiatric Society

Improving Minnesota's mental health care through education, advocacy and sound psychiatric practice.

Our vision is physician leadership creating the nation's highest quality, affordable and accessible system of mental health care.

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What is CANDOR?

- Timely and thorough response to patient harm
- Results in safer care, improved outcomes and saves money
- Provides support to caregivers and patients/family
- Paradigm shift away from deny and defend
- Normalizes transparency and compassion.

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Physician experience prior to CANDOR

- Bad Outcome
 - Wall of Silence
 - Perseveration
 - Litigation
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Physician experience with CANDOR

- Bad outcome
 - Empathic Communicator assists
 - Prompt support
 - System approach to investigation
 - System changes made and communicated.
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Patient Experience Without CANDOR

- Error
- Bad outcome
- Left in the dark, not able to ask questions
- Malpractice lawsuit lasting years
- Never being told what happened

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Patient Experience With CANDOR

- Error
- Bad outcome followed by immediate disclosure
- Told what is known at the time
- Continued updates
- Input on how to prevent the error
- Offered apology & compensation, if appropriate

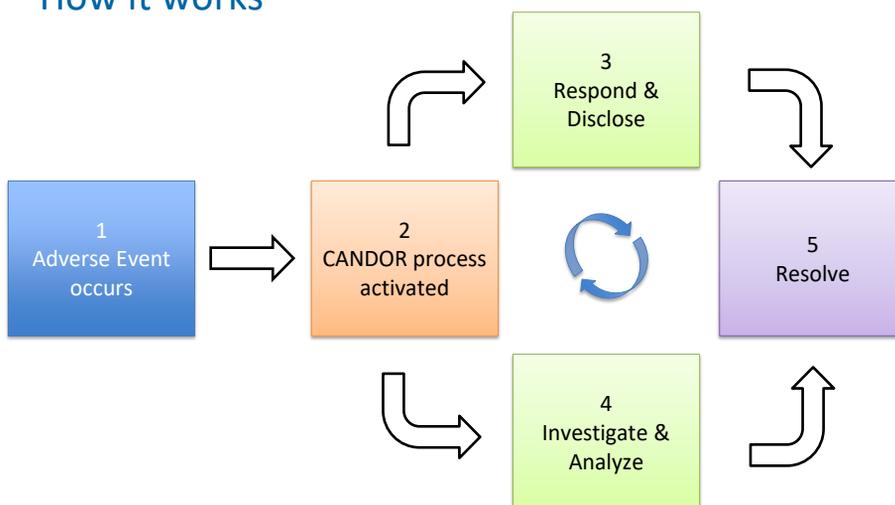
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Key Components of CANDOR

- Report and Response
- Communication with patients/family
- Care for Caregivers and patient and families.
- Event review looking for system improvements
- Fair and timely resolution
- Preventing Future Harm

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How it works



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Paradigm Shift

Variance Reporting

Delayed or not at all----->

Immediate

Communication after Harm

Delay, deny and defend----->

Immediate, ongoing and transparent.

Event review

Shame, blame and train----->

Human factors analysis and process redesign

Care for Caregiver

Suffering in isolation----->

Immediate and ongoing support

Resolution

Making them fight for it----->

Early offer in cases of inappropriate care.

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Benefits

- Improved Patient Safety Processes and Outcomes
- Patient Engagement and Satisfaction
- Physician and Staff Engagement and Well being
- Liability Metrics

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CANDOR Legislation

- Voluntary process used to communicate with a patient about an adverse event
- Protects the communications and any offer of compensation during the CANDOR discussion (not discoverable)
- 4 states currently have CANDOR (or similar) legislation
 - Colorado
 - Iowa
 - Michigan
 - Oregon
- Minnesota does *not* have CANDOR legislation

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CANDOR Legislation

Legislation Does Not:

- Force a physician or facility to use the CANDOR process
- Prevent a patient from withdrawing from the process and filing a lawsuit
- Prevent a patient from filing a complaint with the BMP

Legislation Does:

- Protect statements and materials prepared for a CANDOR discussion from being used in a lawsuit
- Prevent payment or offers of compensation from being reported to the NPDB or the BMP

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What questions do you have?