

Purpose

- Improve transparency and communication with patients and families after unexpected clinical outcomes, including those resulting from errors in care
- Enhance communication skills of clinicians and teams for disclosing clinical errors with honesty, empathy, and respect
- Improve support for team members in these often-difficult circumstances

About

- Program developed by Saegis (the former training arm of the CMPA). Now licenced by the BC Patient Safety & Quality Council (BCPSQC).
- Four hours total of virtual training (offered in two, 2-hour sessions)
- CME Accredited for 18.0 MOC RCPSC (*section 3*) & 18 Mainpro+ CFPC
- Suitable for all staff, medical staff and leaders
- No registration fee



Register

Sign up on LearningHub today for upcoming training sessions. *Please note: You must sign up for the same cohort for both Part 1 & Part 2:*

- [BCPSQC Communicating Unexpected Outcomes \(CUO\) for Clinicians \(Part 1 of 1\)](#)
- [BCPSQC Communicating Unexpected Outcomes \(CUO\) for Clinicians \(Part 2 of 2\)](#)

For any questions, please contact Xela Rysstad, Patient Safety Consultant (Xela.Rysstad@islandhealth.ca) or gps@islandhealth.ca