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Communications with Injured Patients

Patients who experience an adverse outcome during their hospitalization often expect the organization to acknowledge the event with honesty, and sometimes expect an apology, even if the patient does not submit an actual grievance (by definition).

While supporting a culture of safety and the obligation to uphold a patient's right to be included and informed regarding their care, disclosure can improve the patient/provider relationship as well as enhance patient care through the identification of process errors.

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For more conversation on this topic or if you have any questions related to this month's Claims & Risk Newsletter, please contact:

Stacie Jenkins, RN, MSN

Senior Director of Quality and Patient Safety
318.227.7206

staciejenkins@lhatrustfunds.com

Mike Walsh, AIC, CPCU

Liability Claims Manager
225.368.3815

mikewalsh@lhatrustfunds.com

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