



SORRY WORKS!

Disclosure & Apology

Performing Due Diligence on Hospitals and Nursing Homes

Your Foundation wants to align with healthcare organizations that provide exceptional care for patients and families. Unfortunately, too many patients still experience crippling and fatal medical errors in American hospitals and nursing homes.

Your foundation's charitable donations should support hospitals and nursing homes where patients are kept safe with the highest quality medical care.

The emerging gold standard for patient safety excellence is the implementation of "Disclosure & Apology" programs. Disclosure & Apology – often referred to as "Sorry Works!" – is a defined program within a hospital or nursing home that encourages and teaches doctors and nurses how to talk about errors, including offering an apology to a patient/family and pro-actively resolving any claim.

By talking about errors, doctors and nurses have a better chance of learning from mistakes and improving safety.



Unfortunately, for decades, doctors and nurses have been told to be quiet and literally run away from patients and families after potential medical errors. This "deny and defend" strategy was enacted to prevent lawsuits, however, ironically, cover ups enrage many patients and families which increases the likelihood of litigation.



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programs have been shown to dramatically reduce lawsuits while increasing patient safety. However, not all hospitals and nursing homes have adopted Disclosure & Apology programs. Too many healthcare organizations are still culturally wed to deny and defend risk management practices, and patient safety suffers.

Let *Sorry Works!* help with your due diligence.

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A 501c non-profit, is the nation's leading training organization for Disclosure & Apology.

We can review the disclosure policies and practices of organizations requesting funding from your charitable foundation.

We will report our findings to you and provide one of three recommendations

- 1. Hospital/nursing home successfully practices disclosure**
- 2. Hospital/nursing home receptive to disclosure, but needs improvement (and we will list areas to improve)**
- 3. Hospital/nursing home not receptive to disclosure.**



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For More Information

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