

**SAMARITAN PACIFIC HEALTH SERVICES, INC.**  
**Newport, Oregon**

<b>Title: DISCLOSURE OF UNANTICIPATED OUTCOMES/ADVERSE EVENTS</b>								
Page 1 of 2 Replaces: N/A					Type: <b>INTERDEPARTMENTAL</b> Section: <b>CLINICAL</b>			
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**PURPOSE:** To provide a consistent process that is accurate, complete, and timely for informing patients (and families, when appropriate) of adverse events affecting their care or unanticipated outcomes of treatment. To comply with JCAHO standards.

**POLICY:** All patients will be provided information pertinent to their care and the opportunity to make decisions based on that information. This includes information related to the occurrence of unanticipated outcomes or adverse events.

**APPLICATION:** SPHS Medical Staff and patient care staff

**DEFINITIONS:**

**Unanticipated Outcome:** A result that differs significantly from the anticipated result of a treatment or procedure. The outcome is not considered unanticipated when the patient is informed in advance of a potential risk and then it occurs.

**Adverse Event:** A negative event following medical treatment, surgical intervention, diagnostic procedure, or care provided.

An outcome may be adverse and/or unanticipated, and still not be the result of an error or negligence.

**PROCEDURE:**

1. A patient (and his/her family, when appropriate) will be informed about outcomes of care, including unanticipated outcomes. Information will be disclosed to family members **only** with the patient's permission or in the event the patient is unable to make decisions, at which point the disclosure will be made to the patient's representative.

2. The responsible physician, or his/her designee will explain the outcome of any treatment or procedures to the patient (and when appropriate, the family) whenever those outcomes differ significantly from the anticipated outcomes. The use of a designee is discouraged. However, there may be circumstances when a designee is appropriate. If a designee is used, careful consideration should be given to the qualifications, training, and scope of responsibility of the designee and to the potential impact on the patient-caregiver relationship.
3. The responsible physician, or his/her designee will continue to maintain a dialogue with the patient or when appropriate, the family, on the event and/or the care provided as additional information becomes available.
4. Staff members will refer questions to the responsible physician or his/her designee regarding the event and/or the care provided in order to prevent the spread of inaccurate or contradictory information.