

### Key Steps in Team Error Disclosure

Key Step	Target Behaviors
<b><i>Team Discusses the Error</i></b>	<ol style="list-style-type: none"><li>1. Acknowledges error</li><li>2. Conducts blame-free communication during team conversation</li><li>3. Demonstrates team-oriented communication</li><li>4. Negotiates differences of opinion collaboratively</li></ol>
<b><i>Team Plans the Disclosure</i></b>	<ol style="list-style-type: none"><li>1. Advocates for full disclosure</li><li>2. Plans roles for disclosure</li><li>3. Anticipate patient's questions and reactions</li><li>4. Plans responses to patient</li></ol>
<b><i>Team Discloses Error to a Patient</i></b>	<ol style="list-style-type: none"><li>1. Conducts explicit disclosure of error to patient</li><li>2. Responds forthrightly to patient questions about event</li><li>3. Apologizes upfront and early in conversation</li><li>4. Exhibits general communication skill with patients</li><li>5. Conducts blame-free disclosure, acknowledges personal role</li><li>6. Offers plans to prevent future errors</li><li>7. Plans follow up with patient</li></ol>