



## Summary 10. Know The Process when Harm Happens

Patients expect to receive safe healthcare. Healthcare providers do their best. However, unplanned things can happen to patients that cause them serious harm. Ask questions. Get involved in your care.

### What is a critical incident (CI)?

A CI is an unplanned and undesired event that occurs when a patient receives health services.

- It results in serious harm to the patient (injury, disability, death).
- It is not related to the patient's main health condition.
- Example - surgery on the wrong body part

### What is disclosure?

Disclosure is the process of telling patients and families about harmful incidents and the CI facts.

### What will the healthcare facility do?

- It will take care of your health needs.
- The facility will review the situation to see if it was a critical incident.
- If you had a CI, the facility will:
  - Give you the facts about what really happened in a clear manner
  - Complete a written disclosure record that includes:
    - The facts of what actually happened, as they become known
    - How the CI affects your health
    - Actions taken or to be taken to deal with the results of the CI
    - At your request, give you a free copy of the disclosure record
    - Look into the event to try to prevent it from happening to anyone else
    - Report the findings to Manitoba Health

### What can you expect?

You can expect:

- An apology
- To be treated with care and respect
- Open and honest talks with providers as soon as possible
- To be contacted if new facts become known
- To be told what was done so far and what will happen next
- A review of the how and why of the CI with recommendations to improve patient safety
- The review may take 90 days or longer depending on how complex the CI is.
- A free copy of the disclosure record if you ask for it
- The name of a contact person if you have any questions

### Who can report a CI?

- Anyone can report a critical incident she or he believes may have occurred.

### Where do you report a CI?

- Contact your healthcare provider or regional health authority. Go to [www.gov.mb.ca/health/rha/contact.html](http://www.gov.mb.ca/health/rha/contact.html).

*Learn...to be SAFE.* Go to Manitoba Institute for Patient Safety websites [www.safetoask.ca](http://www.safetoask.ca) and [www.mips.ca](http://www.mips.ca).

