

# UCONN HEALTH

UCONN JOHN DEMPSEY  
HOSPITAL

SECTION: QUALITY MANAGEMENT

NUMBER: 11-044

SUBJECT: DISCLOSURE POLICY:  
UNANTICIPATED OUTCOME/EVENT

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## OBJECTIVE:

To assure that patients / patient representatives are fully informed about the outcomes of tests, treatments and surgical interventions.

## DEFINITIONS:

*Disclosure:* Communication of pertinent information regarding the results of a diagnostic test, pharmacological treatment, medical treatment, or surgical intervention to patients.

*Unanticipated outcome:* An outcome that differs significantly from what was anticipated. The term unanticipated outcome does not infer preventability.

## POLICY:

1. The attending physician is responsible to inform the patient about unanticipated outcomes of care. Professional judgment shall determine when and how such information will be shared. Disclosure may be deferred when appropriate, but must be completed no later than the time of discharge/completion of care.
2. The attending physician will provide the patient a factual accounting of an unanticipated outcome or event, to include meaningful details that will assist the patient in fully participating in their care and informing their future decision-making. This discussion will be documented in the medical record. This will include:
  - a. the factual information of the unanticipated outcome
  - b. the time and date of disclosure, including the reason for withholding information if intentionally delayed
  - c. the names and/or relationship to patient of those present during the discussion
3. The attending physician, a representative from hospital administration, and/or the hospital representative with the greatest rapport with the patient/family shall apologize to the patient and/or patient's family affected by a serious reportable event, as defined by the National Quality Forum, for the suboptimal outcome, without acknowledging fault or criticizing other involved providers.

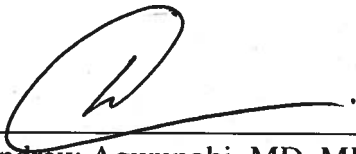
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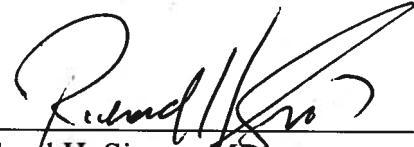
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4. A hard copy of this policy is to be made available to patients, patient's family members, and payers upon request. An electronic version is available for review and printing at [http://nursing.uchc.edu/hosp\\_admin\\_manual/docs/11-044.pdf](http://nursing.uchc.edu/hosp_admin_manual/docs/11-044.pdf).
5. An annual review will be performed for serious reportable events to ensure compliance with policies of national quality and safety reporting organizations.



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Andrew Agwunobi, MD, MBA  
Chief Executive Officer



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Richard H. Simon, MD  
Chief of Medical Staff

Date Medical Board Approved:

3/13 Date Issued: 10/05

Reviewed: 9/09

Revised: 1/10, 7/11, 2/13, 6/13, 11/14, 09/16, 07/21