

# Course : Reporting a health-care-related incident

**Practical course - 1d - 7h00 - Ref. SAF**

**Price : 650 € E.T.**

Accompanying a patient in the event of damage requires appropriate communication, especially as this undesirable event can damage the existing relationship of trust. The fear of the emergence of a conflictual relationship with the patient, which could lead to a claim or even litigation, is a major concern. This training course will enable you to understand all the legal and regulatory aspects of the subject, and to report any damage in complete safety, with a view to the well-being of both patient and nursing staff.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Understand the legal framework and HAS recommendations on reporting healthcare-associated damage
- ✓ Recognize situations that need to be communicated in order to improve patient information
- ✓ Reporting damage associated with care
- ✓ Integrating risk management into practice

## Intended audience

Any healthcare professional involved in the announcement of a claim.

## Prerequisites

No special knowledge required.

## Practical details

### Hands-on work

Alternating theoretical and practical inputs, role-playing and case studies.

## Course schedule

### PARTICIPANTS

Any healthcare professional involved in the announcement of a claim.

### PREREQUISITES

No special knowledge required.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.

- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## 1 The legal framework and recommendations of the French National Authority for Health (HAS)

- The rights and duties of caregivers.
- Legal obligations relating to advertising and the stakes in terms of legal responsibilities.
- The various avenues of recourse and patient compensation. Legal risk management.
- Repairing health risks.
- The three HAS compliance levels.

### Hands-on work

Analysis of real-life cases of information failure. Plenary discussion and debriefing by the trainer.

#### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

#### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## 2 Preparing for the news of damage

- Distinguish between situations subject to announcement. The types of damage concerned.
- The complexity of the caregiver-patient relationship.
- Risk scale for adverse events (HAS).
- Prepare for the announcement meeting.

### Hands-on work

Analysis of concrete cases with work on HAS recommendations. Debriefing.

## 3 The announcement process

- Integrate announcement methodology into facility policy.
- Make the announcement and manage the immediate aftermath.
- Announce damage in case of emergency.
- Communicate in a way that is adapted to the patient and those close to them: adults, parents/children, mental disorders...
- Use communication techniques: posture, ethical questioning, active listening.
- After the announcement: setting up follow-up care.

### Hands-on work

Role-play based on a variety of real-life situations. Role-playing in pairs on patient-specific communication techniques.

## 4 Analysis methodology

- Apply HAS general principles upstream and during the analysis.
- Analyze adverse events using the ALARM method.
- Search for damage factors using the cause-tree method.

### Hands-on work

Analysis exercises. Plenary presentation and debriefing by the trainer.