

LCC Session: Dealing with medical error

CanMEDS Competency: Advocate, Communicator, Scholar, Professional

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GOAL: *The purpose of this session is to:*

1. *Become more comfortable discussing medical error when they happen.*
2. *Learn how to deal with medical error and how to support the second victim.*
3. *Appreciate the role of the M&M conference, psychological safety and teamwork in learning from error.*

PRE-SESSION MATERIALS

1. Required materials:

- VIDEO – please watch the following Ted Talk
https://www.ted.com/talks/brian_goldman_doctors_make_mistakes_can_we_talk_about_that?language=en&utm_campaign=tedsread&utm_medium=referral&utm_source=tedcomshare
- ARTICLE – Health care professionals as second victims after adverse events:
https://journals.sagepub.com/doi/full/10.1177/0163278712458918?url_ver=Z39.88-2003&rft_id=ori%3Arid%3Acrossref.org&rft_dat=cr_pub%3Dpubmed
- ARTICLE – Medical morbidity and mortality rounds:
<https://pmj.bmj.com/content/postgradmedj/93/1097/148.full.pdf>
- ARTICLE – Learning from mistakes: Factors that influence how students and residents learn from medical errors:
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1484785/pdf/jgi021-0419.pdf>
- ARTICLE – Cultivating great teams: What healthcare can learn from Google:
<https://catalyst.nejm.org/psychological-safety-great-teams/>

2. Additional reading – things to consider if you are interested:

- ARTICLE – Deployment of a second victim peer support program: A replication study:
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6132481/pdf/pqs-2-e031.pdf>