

Conversations When Things Go Wrong

Creating joy in life and aging...
by caring, connecting and celebrating



Who should you, the Resident, identify as a support person?

- 🌿 Someone you are comfortable with and can talk to easily
- 🌿 Someone whom we can give personal information to about you
- 🌿 Someone able to take the time, if necessary, to be with you

Who will talk to you, the Resident, when something has gone wrong?

The person who talks to you about what happened will be someone who:

- 🌿 Has been involved in your care and knows the facts
- 🌿 You are comfortable with and can talk to easily
- 🌿 Can contribute to action to try to stop the problem from happening again

This brochure aims to inform you and your care provider(s)/family about the disclosure process. It also tells you what to expect if harm occurs during your residential care experience.

We are committed to helping you recover from any harm that may occur during your care, and work hard to improve the care we deliver each and every day.



When we move into and live in a residential care home, we expect to receive safe health and home care. But sometimes things don't work out as expected. For example, a Resident may not receive the correct dose of medicine. In health and residential care we call this an adverse event. Most adverse events are minor and don't result in harm. But when an adverse event does occur and a Resident is harmed, he or she has a right to know what happened and what will be done to try to prevent it from happening again.

If an adverse event causing harm occurs, the care worker and residential care home will follow a process of disclosure. This means as soon as possible after the event the Resident, and at their request, their families are told what has happened and what will be done about it.

An important part of the process is finding out what happened, how it happened and what can be done to prevent it from happening again.

What can I expect?

If an adverse event occurs during your stay in our residential care home, a member of your care team will talk to you and your family about what happened. You can also discuss any changes to your care plan that may be needed.

In this situation, you have the right:

- 🌿 To have a support person(s) of your choice at the meeting;
- 🌿 To ask for a second opinion from another health care provider;
- 🌿 To pursue a complaints process;
- 🌿 To identify specific people (family or care givers) that you'd like to receive any information.

To make the process easier, we'll ask you to identify someone (a family member, friend or resident advocate) to support you.



Who else will be present?

The member of the care team that will be discussing what happened may also have someone present to assist and support him or her. When an adverse event occurs, it is not only distressing to the Resident and family but also to the care team members involved.

What will happen next?

When an adverse event occurs steps are taken to try and prevent it from happening again. The care team will investigate what went wrong. You will be informed of what is being done to prevent the same thing from happening to someone else.

You will be kept up to date with the progress of the investigation. If you wish, a meeting will be arranged for you to discuss what actions have been taken to try to prevent a similar event from happening again.

Every Resident has the right to be treated with care, consideration and respect.

We respect this right, and are committed to continuously improving the quality and safety of the care we deliver. That's why we have a disclosure policy to help Residents who have been harmed during their care service.

Information derived from material produced from the following organizations:

- BC Patient Safety and Quality Council
- Fraser Health
- Interior Health
- Northern Health
- Providence Health Care
- Provincial Health Services Authority
- Vancouver Coastal Health
- Vancouver Island Health Authority

Adapted with permission from the Australia Council for Safety and Quality in Health Care and the Health Quality Council of Alberta.

