

# SUBURBAN HOSPITAL

## Administrative Manual

### TITLE: NOTIFICATION OF UNANTICIPATED OUTCOMES OF CARE

Policy No. A-58-0104

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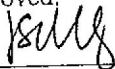
POLICY: Patients and, when appropriate, their families or representatives, have the right to know the outcomes of care, including unanticipated outcomes, in order to participate in current and future decisions affecting the patient's care.

DEFINITION: **“Unanticipated outcomes”** are adverse effects on a patient's current condition or future treatment that are caused by treatments or procedures and that were not anticipated by a patient's physician(s). For purposes of this policy, unanticipated outcomes do not include suboptimal outcomes that were anticipated and discussed with the patient before treatment. Unanticipated outcomes include Sentinel Events that materially affect a patient's current condition or future treatment and are considered reviewable by the Joint Commission on Accreditation of Healthcare Organizations. (See Sentinel/Adverse Events Identification and Reporting Policy, A-60-0104)

PROCEDURE:

1. It is the responsibility of the attending physician, or his/her designee, to disclose and discuss with patients (or their families) outcomes of care that differ significantly from anticipated outcomes and about which the patient (or family) must be knowledgeable about in order to participate in current and future decisions affecting the patient's care. Disclosure should be made to the patient and/or the patient's family or representative as soon as practical after an unanticipated outcome has occurred or been identified. Appropriate documentation should be made in the Medical Record.
2. All unanticipated outcomes should be reported to the Director of Risk Management using the QCCR form.
3. The Quality and Patient Safety Department is responsible for maintaining data, trending, and report distribution regarding disclosures of unanticipated outcomes.

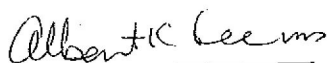
Approved:



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