Healthcare Organization Commitment

Contact Details

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Position
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Commitment Details

Commitment Name
System wide adoption of CANDOR - Communication and Early Resolution

What Patient Safety Challenge does your Commitment address?
Challenge 1 - Culture of safety

How Many Hospitals Will This Commitment Represent
35

Commitment Summary
Dignity Health is committing to full adoption of CANDOR. By adopting CANDOR, Dignity Health is going beyond traditional "disclosure" to training teams to communicate immediately after a serious safety event with family and patient. Also, Dignity Health will formalize the care for the caregiver support programs for clinicians involved with serious safety events.

**Commitment Description & Detail**
Dignity Health will measure adoption of CANDOR with the following actions at each hospital: 1. Present to Hospital Board, Medical Executive Committee and Leadership 2. Train leadership and directors/managers, including physician leaders 3. Identify team members of the Patient Communication Team 4. Establish WeCare (care for the caregiver) program 5. Track CANDOR events through events reporting system 6. Partner with legal and risk services for CANDOR events 7. Adopt CANDOR practices (no bills to family/patient)

**Action Plan**
Dignity Health will do the following to support 100% adoption: 1. Provide training 2. Include a CANDOR event in monthly Shared Learnings call 3. Track CANDOR events 4. Provide system wide policies to support CANDOR principles

**Commitment Timeline**
December 2020

**Impact Details**

**Lives Saved**

**Predicted Lives Spared Harm**
85

*For reporting purposes, the number has been rounded up to the nearest whole number.*

\[ \text{Predicted Lives Spared Harm} = 85 \]