Appendix C.

Table 1. Factors identified through literature review related to physician error management and growth after error (bold items were selected as targets).

|  |  |  |
| --- | --- | --- |
| **Predisposing** | **Enabling** | **Reinforcing** |
| Training | **Skill - Identify error and causes** | Reminders – routine error processing/daily activities |
| Know what error is | **Skill – disclose error** | Reminders – routine peer and mentor support |
| **Know steps to effective disclosure** | **Skill – manage emotions** | Positive reinforcement – quality of disclosure |
| Know factors associated with physician recovery | **Skill - cope** | **Positive reinforcement – ‘talking’ to process** |
| **Know related professional values** | **Skill – access support** | Positive reinforcement – feedback regarding process improvement after error reporting |
| **Know local policies and procedures** | Access – support for reporting, disclosing from peers and supervisors | Support – family, friends, colleagues, mentors, mental health, supervisor, patient safety organizations, religious community |
| **Believe error is a common experience** | Access – nonpunitive environment |  |
| **Believe doctors should disclose** | Access – role models |  |
| Believe it is safe and effective to disclose | Access – routine error debriefing/daily activities |  |
| **Believe I can recover/grow after error** | Access – easy reporting |  |
| Intend to grow from errors | Access – mental health support |  |
|  | Access – colleague and mentor support for recovery and growth |  |

Table 2.  Session objectives and methods

|  |  |  |
| --- | --- | --- |
| Session | Objectives | Methods |
| Session one (personal stories) | Understand that error is a common experience to all physicians.  Describe common causes of error.  Identify ways that physicians cope and thrive after error.  Develop a strategy for acknowledging and processing medical error. | Mentor storytelling  Guided reflection  Lecture  Large group discussion |
| Session two (ethics and culture) | Apply professional values to the topic of medical error.  Openly discuss fears related to medical error.  Describe safety culture and identify ways that colleagues can help with error management and recovery | Lecture  Small and large group discussion  Polling  Self reflection (writing) |
| Session three (local policies and practice) | Describe local policies and practices related to medical error.  Practice self-awareness, open disclosure, and root cause reflection.  Practice coping skills. | Small and large group discussion  Polling  Role play  Self reflection (writing, letter to future self) |