Disclosing Unanticipated Outcomes and Medical Errors and Situation Management Skills training Faculty Development Program

This three-day program grew out of a need to make the DUOME and SMT programs more readily available to clinicians in a wide variety of settings. Our belief is that there is no better way to accomplish this than to assist resource people to provide consultation within their health care setting. The first 1.5 days of the program focuses on these skills. For those with experience in disclosure situations as well as experience leading education programs, there is the additional option of participating in the full 3 day program which includes learning how to lead the DUOME workshop.

The faculty course includes five components:

- Conducting the Disclosing Unanticipated Outcomes and Medical Errors Workshop
- Conducting the Situation Management Team Workshop
- Coaching physicians on making disclosures
- Practicing your own disclosure skills
- Practicing workshop facilitation and delivery skills

The course is highly interactive and based upon the notion that guided practice is the surest way to perfect skills. However, individual differences among participants require that each session take on a character that is unique. Early in the program we ask the participants to identify their own learning objectives. We take this process very seriously and encourage them to help us understand exactly what they want to get from the course.

The course materials include a variety of suggestions and possibilities that leaders have found to be useful. For example, the concepts guiding the design of the workshop are presented. Each component of the workshop is discussed in detail. Optional ways of presenting the workshop are considered.

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