

# AHRQ communication toolkit can help after patient harm occurs

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open communication with patients and their families in cases of harm. The toolkit helps to foster communication in an attempt to rebuild trust, and supports safer patient care.

"This toolkit helps everyone involved—patients, families, clinicians, and administrators—discuss what happened, agree on a resolution, and make care safer in the long run," Richard J. Pollack, president and [chief executive officer](#) of the American Hospital Association, said in a statement.

**More information:** [More Information](#)

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(HealthDay)—A new communication toolkit created by the Agency for Healthcare Research and Quality (AHRQ) can help health care organizations and providers communicate with patients and families when harm occurs to patients.

The toolkit will help expand use of the Communication and Optimal Resolution (CANDOR) [communication process](#), which was developed by the AHRQ and provides tools for hospitals and health systems to respond immediately when harm occurs to a patient. In addition, the tool promotes candid, empathetic communication and swift resolution for patients and caregivers. The CANDOR process was tested and applied in 14 hospitals across three [health systems](#).

About one in 10 patients are harmed by the care they receive, and effective communication following harm can be challenging. The toolkit includes facilitator notes, slides, and online videos, and allows [health care organizations](#) to promote

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