

COMMUNICATION AFTER HARM



What patients and
families want after
medical harm



COLLEGE
MEDICAL
CENTER



HOSPITAL
ASSOCIATION
of Southern California

COMMUNICATION AFTER HARM

Overview

This workshop is designed for medical residents and nurse leaders. Attendees will learn how to engage patients, families and their colleagues when medical harm has taken place. The session will focus on what patients and families want after medical harm, how emotions can impact the conversation and why being honest and transparent is beneficial for everyone involved. It will also highlight the importance of learning from the event and making improvements to prevent it from happening again.

Following this course, you'll understand:

- The importance of honest and transparent communication after medical harm
- How emotions can impact communication with patients, families and colleagues
- How labeling patients and family members can impact patient safety
- How to apply the power of storytelling to teaching
- The five key elements patients and families want after harm events
- The different types of harm patients and families encounter: physical, emotional, financial and intergenerational
- The importance of managing one's state, how to identify the role emotions play in these critical conversations, and how emotions are beneficial in the healing and learning process

Who Should Attend?

Medical residents and nurse leaders.

Facilitator



Carole Hemmelgarn, MS, is program director for the Executive Master's program in Clinical Quality, Safety and Leadership at Georgetown

University and senior director of education at the MedStar Institute for Quality and Safety. She received a master's degree in patient safety leadership from the University of Illinois at Chicago, and a second master's degree in healthcare ethics from Creighton University.

Hemmelgarn sits on the board of directors for Leapfrog and Children's Hospital Solutions for Patient Safety, the board of quality, safety and experience at Children's Hospital Colorado and the National Quality Forum Stakeholder Advisory Council. She is also a founding member of Patients for Patient Safety US.

Important Information

Registration deadline: Sept. 15, 2026.

Valid payment information must be received with your registration.

Make check payable and mail to: HASC, FILE 1361, Pasadena, CA 91199-1361.

You may be photographed or videotaped at the event. HASC reserves the right to use these photos and videos in promotional, marketing, educational and other materials.

Cancellations

Program cancellations received in writing by Sept. 15, 2026, will be subject to a \$50 processing fee.

We welcome substitutions.

Refunds will not be granted after Sept. 15 or for no-shows. Fees are not transferable to other programs.

Special Needs or Questions

For ADA assistance or general registration questions, contact Sherita Aquino, saquino@hasc.org or (213) 538-0767.

Continuing Education Credits

Provider approved by the California Board of Registered Nursing, Provider no. 08593, for 3 contact hours.

TUESDAY, SEPT. 22, 2026

College Medical Center

2776 Pacific Avenue
Long Beach, CA 90806

Residents: 8:30 a.m. to noon PT

Nurse leaders: 1 to 4:30 p.m. PT

\$158

**Early bird — register
by Aug. 14**

\$176

Members,
per person

\$199

Nonmembers,
per person

Discounts available for
groups of three or more.

For more information,
please contact

Sharri Dixon,
sdixon@hasc.org.



**Register online
by Tuesday, Sept. 15**

Scan the QR code
to register online,
or visit

<https://qrco.de/CommAH>