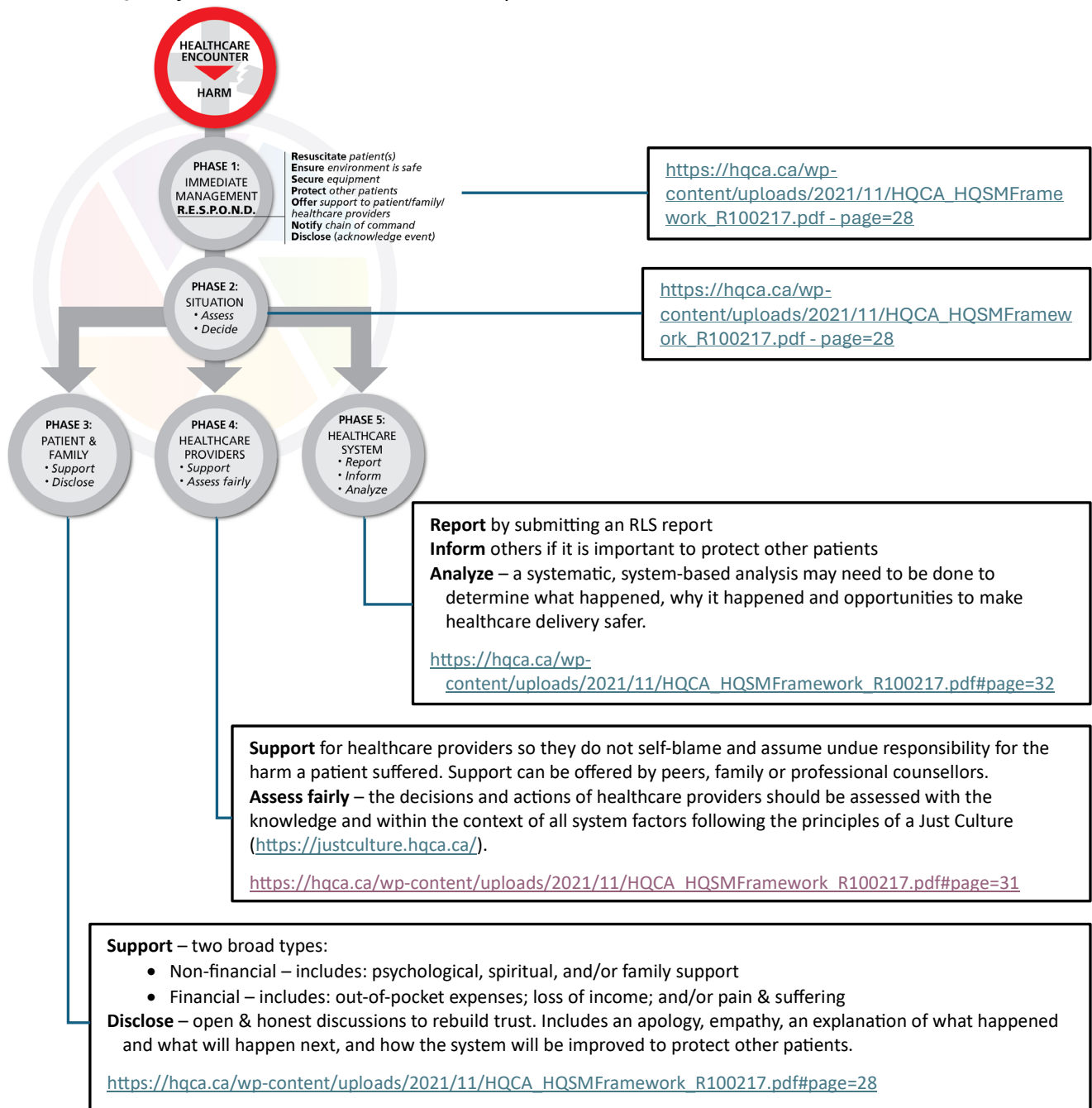


# Responding effectively and comprehensively to patient harm<sup>1</sup>

Health Quality Council of Alberta – Harm Response Model<sup>2</sup>



<sup>1</sup> Davies JM, Steinke C, Flemons WW. Fatal Solution. How a healthcare system used tragedy to transform itself and redefine Just Culture. Philadelphia USA: Routledge, a Taylor and Francis Imprint; 2022.

- Chapter 3 – Apology, Disclosure and Support
- Chapter 5 – Supporting healthcare providers
- Chapter 4 – Reporting and Informing
- Chapter 6 – System investigations

<sup>2</sup> Health Quality Council of Alberta. Healthcare Quality & Safety Management – A Framework for Alberta. 2017. Pgs 10, 26 – 32.  
<https://hqca.ca/resources-for-improvement/frameworks/healthcare-quality-safety-management/>