This session will describe patient and family experiences and clinician experiences with medical errors. Action steps that hospitals can take in the aftermath of error will be noted, especially with regard to disclosure to the patient and family and benevolent gestures. Practical steps that hospitals can take to prevent errors – and increase joy in the workplace – will be highlighted.

Upon completion of this session, participants should be able to:

• Understand medical errors from the perspective of patients and families.
• Know patient and family wishes in the aftermath of error.
• Know examples of patient safety practices that can decrease mortality and increase joy in the workplace

Phillips Hall, Siebens Building  (Book Signing 1:00 p.m.)

Telecast to:  
Walters Hall, Alfred 8-459  
Francis G-21  
Mayo 16th Floor Lecture Hall  
Charlton Hall, Guggenheim 2-31  
LL-240 NE Clinic  
2-509 Mayo Support Center  
3-43 Professional Arts, LaCrosse

Webcast to:  http://mayoweb.mayo.edu/vaprr/liveschedule.html  
(no contact hours offered with webcast)

For questions regarding this event, call Mayo Continuing Nursing Education at 6-1007.
Rosemary Gibson is a leader in innovation in health care, making cutting-edge improvements in the care of patients and their families for more than twenty years. She was vice president of the Economic and Social Research Institute, served as senior research associate at the American Enterprise Institute, and consultant to the Medical College of Virginia and the Virginia State Legislature’s Commission on Health Care. Gibson is the author of *Wall of Silence* which puts a human face on the dilemma of medical errors.

Mayo Continuing Nursing Education is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation. Participants can earn 1.0 accredited nursing contact hour. *There is no preregistration. Sign in on the day of the program.*