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When Things Go Wrong: Voices of Patients and Families Released for Sale

Educational DVD Offers Searing Patient Insights to Impact Health Professionals' Listening and Learning

CAMBRIDGE, MA (January 26, 2006) — *When Things Go Wrong: Voices of Patients and Families* (WTGW) is a complete educational package that delivers a profound opportunity for health professionals to increase their understanding of the patient and family experience and make changes in how healthcare is delivered.

"Things can and do go wrong," said Luke Sato, MD, Chief Medical Officer of CRICO/RMF, the Harvard medical community's professional liability insurer. "By capturing patient and family voices under these circumstances, this film provides an opportunity to improve the healthcare experience of everyone involved: patients, families, and healthcare providers."

The DVD package features the 26-minute film, which presents eight patients and their families sharing the impacts of medical error on their lives. It also includes six theme-based vignettes,

five patient narratives, *A Guide for Learners and Facilitators*, and an annotated bibliography. It is the result of a collaboration between CRICO/RMF and the writer/director Tom Delbanco, MD, Koplow-Tullis Professor of General Medicine and Primary Care, Harvard Medical School and Beth Israel Deaconess Medical Center.

"The patient and family perspective is a rare and compelling gift," said Delbanco. When we seek their input, they almost always have insights and suggestions that both surprise and help us. Statistics can compel change, but there is nothing like individual human stories to make lessons learned more personal and powerful."

With over 25 years experience in reviewing medical malpractice claims, CRICO/RMF is acutely aware of the importance of the patient perspective. This awareness led the organization to create these materials, in keeping with its mission to help providers deliver the safest healthcare in the world. For more information about the DVD, please visit www.rmfm.harvard.edu/WTGWfilm. (Review copies will be made available to press upon request).

CRICO/RMF is the patient safety and medical malpractice insurance company owned by and serving the Harvard medical community since 1976.

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