

MODULE 3**Challenging
Consultations****Maternity****Disclosing errors. (Slide 83)****Background**

Claire has just had a caesarean section. During the operation the surgeon perforated Claire's bladder. This was detected and immediately repaired as part of the operation. Claire is recovering well from the surgery and her baby is well. The video demonstrates the skills required to disclose this adverse event.

Say something like

"Now let's look at a video of an obstetrician meeting with a woman and her partner to discuss the error that has occurred. Watch the video clip and identify what skills the obstetrician use."

Skills

In this interaction, the obstetrician uses good communication skills that help him manage this challenging consultation.

- The nurse starts with a warm **greeting** – *‘Good morning Claire and John, the obstetrician is here to see you now’*
- Obstetrician starts with a warm **greeting** – *‘Hello Claire’*
- **Introduced** himself – *‘My name is Seosamh O’Coigligh’*
- Clarified his **role**... *‘I am the consultant obstetrician that was called into your caesarean section this morning’...*
- **Body language:** sat down at eye level/warm facial expression/good eye-contact/non-verbals... calm tone of voice/slow pace
- **Checked who was with the patient:** *‘Sorry and your name is’...*
- Asks permission to sit down
- **Warning shot:** *‘So Claire, I have come to tell you something unexpected about what happened during the surgery’... pauses... ‘and its something that you will find upsetting’...*
- **Small chunks:** *‘It’s to do with your bladder... because of the scar tissue that was there between the bladder and the womb’ – pauses – ‘in delivering your baby I made a hole in your bladder... and I am very sorry that happened./The repair has been done – there is no further surgery that needs to happen’...*
- **Apologised:** *‘I am very sorry that happened/I am very sorry that you are having to hear this news’...*
- Used good **active listening** skills (head-nodding, leaning, eye-contact, pauses, silence)
- **No jargon...** *‘the injury has been done to your bladder and it has been repaired during the caesarean section’...*