TRUST, TRANSPARENCY, AND TRUTH:
Disclosure and Transparency at the Bedside

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Educational Objectives

• Illustrate the importance of trust in healthcare
• Understand transparency, and how you can use it in your work to benefit your patients
• Define truth in practical terms for the workplace
Take Away Point

• Consider this: the concept of transparency has already changed your work ....and will keep changing it as we go forward into the “new American Healthcare system” ......

• How will you respond to this?
Definition of Terms

• Truth

• Trust

• Transparency
Truth

• What is truth?
What is Truth?

“Truth is reality as we perceive it to exist.”

Wikipedia
Trust

• What is trust?

• Is trust important in healthcare?

• How is trust created?

• What destroys trust?
Trust

• What is trust?
  - belief in the truth
• Is trust important in your work?
  - trust is essential in healthcare
• How is trust created?
  - expertise / reliability / compassion
• What destroys trust?
  - displays of self-interest
Transparency

• What is it?

“The free, uninhibited flow of information subject to the scrutiny of others.”

Lucian Leape MD
Trust, Transparency, and Truth

• How are they related?

  Transparency utilizes truth to build trust
The Four Domains of Transparency

• Clinicians and Patients

• Clinicians with each other

• Between organizations

• Organizations and the Public
You and Your Patients

• Patient’s expectations: “I understand all aspects of my care”

• Clinician’s commitment:
  - open communications
  - shared decision making
  - fully informed consent

***This requires building a high level of trust between you and your patient - often involving several family members as well - how can you do that effectively with limited resources and even less time?
It Only Takes A Minute

• 1. Look the part
• 2. Always introduce yourself
• 3. Sit down
• 4. Shut up and listen
• 5. Set expectations early
• 6. Address pain and comfort
• 7. Use teach-back
Transparency and Your Job

• Transparency is.......  

“Extreme honesty”
“Sharing decisions”
“Accountable apologies”
You and Your Colleagues

• What actually is “effective peer review”...?
• How does opening up communications affect patient safety?
• What does this mean to your worklife:

“In a just culture.....”
Why Is This So Hard To Do?

• The Salerno medical school
• Florence Nightingale
• The Flexner report
• Ernest Codman MD
Is Transparency Ethical?

- Beneficence
- Non-malfeasance
- Justice
- Autonomy
Is Transparency Practical?

• Higher satisfaction for patients and families
• Lower costs
• Fewer lawsuits
• More public support
• Less provider stress and isolation
Is Transparency Good for Quality?

- What is quality care?
- Do we provide it now?
- How do we know that?
Did You Know?

• It is estimated that only 20% of the medical care given in the United States has been scientifically validated.

• We are uncertain about the clinical benefit of half the care provided in the U.S. today.
“Best Practice”

• Hippocrates to Galen
• Vesalius to Codman
• Deming to Betalden
• Leape to Berwick
• New Quality to You
Medical Errors

- What is the “Standard of Care”?  
- Risk Management  
- Medical malpractice  
- Disciplinary actions in the workplace
Real People

• Betsy Lehman
  .......”To Err Is Human”

• Jodie King
  .......Medical Response Teams

Quality Improvement for Patient Safety
  “Bad Apples” ? Vs. Flawed systems?
What Would You Do?

• Your patient and their family have become very upset. They demand to be told “...what is going on.” The doctor is NOT readily available.
• What do you do?
• Can transparency help you here?
What Would You Do?

• Your best friend at work signs over a patient to you at shift change. You later find your friend gave the patient a medication dose 30 times stronger than is considered “the usual dose”.

• What do you do?

• [The doctor is “out”]

• Can transparency help you here?
What Would You Do?

• A patient’s family expresses that they want to change the patient’s code status. You feel the patient is questionable in being able to agree.
• When you call the covering physician, they are in the operating room - the message back is to address this issue tomorrow with the primary attending.
• What do you do?
The Art of Communication

• Patient safety first
• Great teamwork
• Keep it simple
• Build trust any way you can
• Don’t give people the solution before they realize they have a problem
• Use transparency to tell the truth
In Summary

• Transparency is at the heart of the new quality movement in American healthcare
• Trust and truth are the foundation of transparency
• Transparency requires commitment and conscious effort
In Summary

- Trust is essential in all healthcare endeavors
- Truth is an ideal to strive towards
- Being truthful is a goal we can all achieve
THANK YOU!