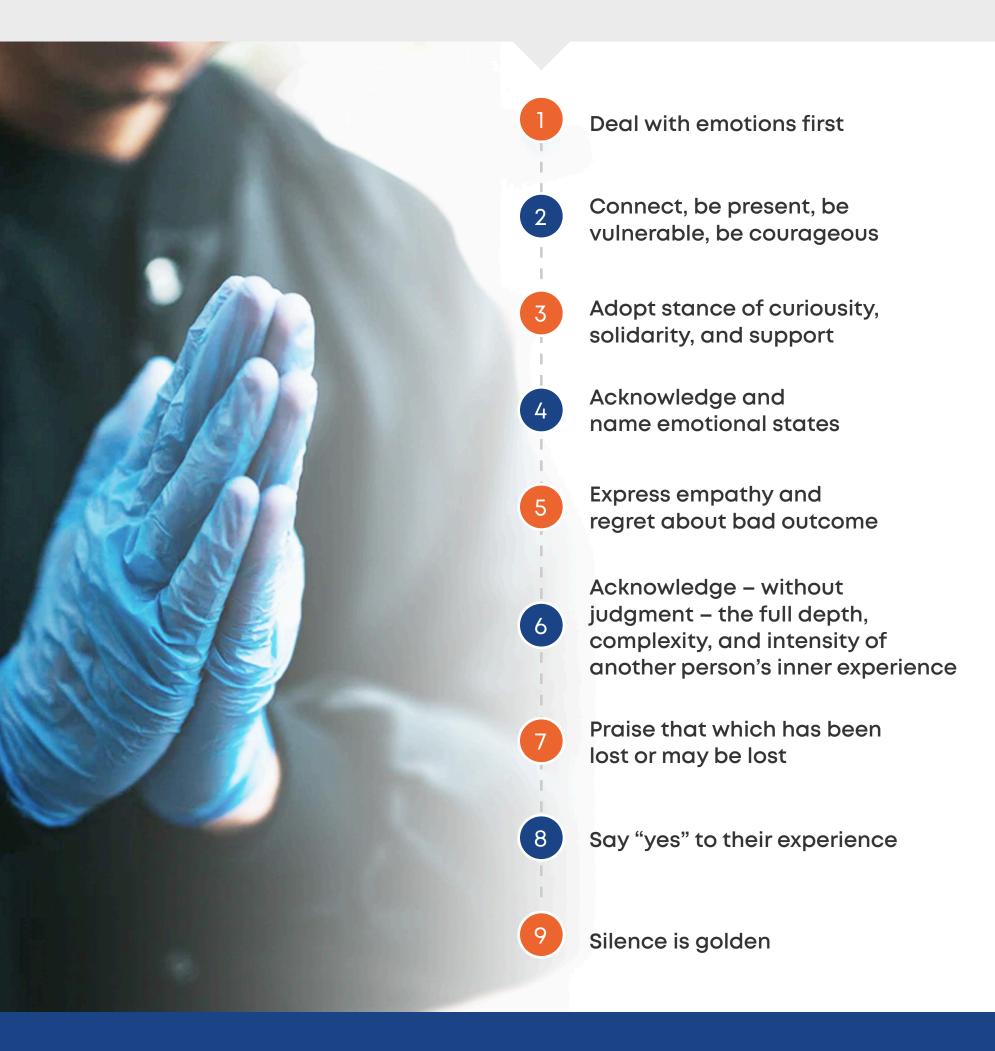
An Empathic Approach

CRLDatix

9 Ways to Provide Emotional Support to Patients & Families

When an adverse event takes place, caregivers should be empowered to deliver empathic and effective communication to patients and their families. Practicing transparency and vulnerability in these situations is crucial. This approach brings immediate compassion to the situation, prevents further harm from occurring and minimizes moral injury.

The Communication and Optimal Resolution (CANDOR) toolkit equips caregivers with the tools to provide emotional first-aid to patients and their families. Following an adverse event, it's important for those impacted to feel listened to and understood.



To learn how the CANDOR toolkit can help your organization reduce harm and mitigate risk through empathic and compassionate communication across all facets of care, visit: **rldatix.com/CANDOR**