

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.



- 1 Deal with emotions first
- 2 Connect, be present, be vulnerable, be courageous
- 3 Adopt stance of curiosity, solidarity, and support
- 4 Acknowledge and name emotional states
- 5 Express empathy and regret about bad outcome
- 6 Acknowledge – without judgment – the full depth, complexity, and intensity of another person's inner experience
- 7 Praise that which has been lost or may be lost
- 8 Say “yes” to their experience
- 9 Silence is golden

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