



## Enrich Your Job and Boost HCAHPS Scores Research & Team Resources

### 26. Sorry seems to be the hardest word

**Team Huddle Question:** What is one mistake you've made at work in the last month and what did you learn from that mistake so you don't repeat it? How can we better and more safely share our mistakes so that we can all learn from them?

#### Research:

The Michigan Model: medical malpractice and patient safety at UMHS. University of Michigan Health System Web site. <http://www.uofmhealth.org/michigan-model-medical-malpractice-and-patient-safety-umhs>. Accessed May 15, 2015.

Merlino J. *Service Fanatics: How to Build Superior Patient Experience the Cleveland Clinic Way*. New York, NY: McGraw Hill; 2015.

Cleveland Clinic's Public Domain Videos on Patient Care:

- Cleveland Clinic. Empathy: the human connection to patient care [video]. *YouTube*. [https://www.youtube.com/watch?v=cDDWvj\\_q-o8](https://www.youtube.com/watch?v=cDDWvj_q-o8). Published February 27, 2013. Accessed May 13, 2015.
- Cleveland Clinic. Cleveland Clinic's empathy series continues -- Patients: afraid and vulnerable [video]. *YouTube*. <https://www.youtube.com/watch?v=1e1JxPCDme4>. Published February 26, 2014. Accessed May 13, 2015.