

1. BEFORE CONTACT

- Identify the family contact
- Assess inclusivity needs
- Assess potential support needs
- Assess potential for involvement in the AAR & which of three options to pursue

2. INITIAL CONTACT

- Provide a clear introduction
- Offer a meaningful apology
- Identify a key point of contact
- Explore support needs

3. INTERVENTION

a. To be informed

- Explain AAR purpose & process
- Share written/video materials about AAR
- Provide expected timeframe
- Address questions

- Share AAR report
- Speak with patient & address questions

b. To be involved & invited to contribute

- Explain AAR purpose & process
- Share written/video materials about AAR
- Provide expected timeframe
- Address questions
- Patient consents to contribute

- Patient interviewed using four question structure
- Patient responses shared with AAR participants

- Share AAR report
- Speak with patient & address questions

c. To be involved & invited to participate

- Explain AAR purpose & process
- Share written/video materials about AAR
- Provide expected timeframe
- Address questions
- Patient consents to attend

- Patient provided with support to attend the AAR
- Staff informed that the patient will be attending the AAR
- Patient participates fully in the AAR process

- Share AAR report
- Speak with patient & address questions

4. AFTER THE AAR

- Reiterate meaningful apology
- Final contact (formal end)
- Closing contact