

University of Michigan Hospitals and Health Centers
(Step 3) Taking guiding principles into account

Guiding Principles To Consider (What to keep in mind)		
Patient-Centered Interests: “How might the patient be affected?”	Professional-Centered Interests: “How might the practitioner be affected?”	Organization-Centered Interests: “How might the organization be affected?”
<ul style="list-style-type: none"> ◆ The fiduciary nature of the practitioner-patient relationship creates a presumption of truth-telling arising primarily from the practitioner's position of trust and the patient's right to autonomy and justice ◆ An individual who has been harmed by another individual, particularly by a negligent action, has the right to receive reparation 	<ul style="list-style-type: none"> ◆ The fiduciary nature of the practitioner-patient relationship creates a legal duty to do no harm and to place the best interests of the patient above those of the practitioner 	<ul style="list-style-type: none"> ◆ Organizational statements of mission, vision, values, and goals often place a premium on putting patients and families first ◆ The organization has an obligation to its internal customers and to the community at large to hold true to the intent of its organizational statements ◆ The organization is responsible for the actions of its members

Based in part on the work of:

- (1) Wu A. et al. “To Tell the Truth: Ethical and Practical Issues in Disclosing Medical Mistakes to Patients.” *Journal of General Internal Medicine*. 12.12(December 1997):770-775.

- (2) Rosner F. et al. “Disclosure and Prevention of Medical Errors.” *Archives of Internal Medicine*. 160(2000):2089-2092.

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