

Critical Communication

Ilene Corina, President,

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www.pulsecenterforpatientsafety.org



About Pulse CPSEA

- 1996 – Started Listening to stories
- Support for survivors of medical injury
- What do you know about your doctor?
- Turn information into education



Michael's Story



PULSE

Don't Worry

- I understand your concern
- What can I do for you?
- You must be feeling..... overwhelmed
- I hear you saying.....



Forming a Partnership

Matt's Story

“What do you want to do?”



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