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# Restorative Conversations That Matter

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# Declaration of interest

None







Bernhoven, Uden (NL)



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# We believe....

that healing starts with recognition – by acknowledging the impact of a serious adverse event, rebuilding trust together with creating space for recovery





Piet tells what  
happened to him





# Where we come from....

## The old culture

- Healthcare is safe when compliance with rules and procedures is guaranteed
- Process of a serious adverse event:
  - Peer support
  - Root cause analysis
  - Patient/families are interviewed
  - Final report
  - Discuss report with patient/families





# Where we come from....

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# Restorative just culture<sup>1</sup>

## Basic principles

- Everyone makes mistakes
- Care is a complex system
- Invest in adaptability and resilience
- Learn by reflecting on daily practice
- After an incident: work on restoring trust and relationships

<sup>1</sup>Restorative Just culture. Restoring trust and accountability in your organization.  
Sidney Dekker. CRC press, fourth edition



## Key components:

- emotional healing
- involvement
- trust
- learning



We continue with  
Piet



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# “Method Bernhoven”

## What are we doing now?

- Learning teams
- We send a letter to the patient/families
- Case manager for patient/families
- (Final) conversation: from explaining the report to exploring needs and wishes



# “Method Bernhoven”

Approach for our dialogue with patients/families. How do we do that?

- **DON'T** explain why things went the way they did!
- Focus on their perspective
- Invitation to ask whatever they want
- Openness and transparency
- Acknowledgement of pain
- Emotions can be showed



# Restorative just culture approach

What does it take to do this successfully?

- Communication skills
- Connection from person to person
- Meet their needs
- And there is the casemanager....





Annemiek explains her approach  
and how she first met Piet



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# Casemanagement

Ambroise Paré

- Restore
- Helping to heal
- Trust





# Casemanagement

- Experience
- Wanting to mean something
- Volunteer



# Casemanagement

## How?

- Being there unconditionally
- In the patient's own environment
- Equal



# Casemanager

## How?

- Listening
- Formulating and passing on questions
- What do you need?



# Casemanagement

Helping to heal

*“We are in the same boat”*





# Casemanagement

Helping to heal

Book for help with grieving: “Fingerprint of Grief”



# Casemanagement

- Explaining the investigation procedure
- Discussion of the report
- Assistance with the interviews
- Answering questions
- Providing information on a claim for damages



# Film Piet the effect



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# Casemanagement

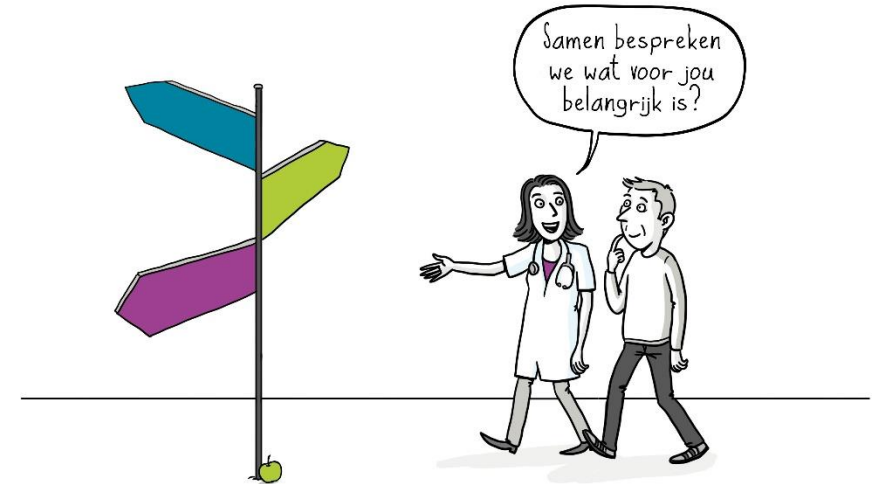
## Patiënt experiences

In 2024: The average score they gave us was 9+ out of 10

“Thankful that someone accompanied me through the process”

“Fine that the case manager was present during the interviews. Because of emotions, not everything was always clear and you could ask the case manager about it”

“I had a very different idea of the man. I thought he would be an arrogant guy.... My anger is completely gone.”





# Lessons learned

## Patient perspective

Work in progress

Every case differs

We can do a lot for patients or families








Casemanager is essential







# Take home

1.   Meaningful recovery starts with recognition and human connection
2.   A report is not the end – it's the beginning of a dialogue
3.    Casemanagement is key to restorative justice in healthcare

# Thank you!

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