

Leilani Schweitzer

TedX Keynote Speaker, Transparency Advocate
& Medical Harm Response Expert

Helping patient-centric healthcare organizations effectively communicate with patients after adverse events, caring for people, protecting their reputations and avoiding costly malpractice lawsuits.

To book Leilani:
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Leilani Schweitzer is an internationally recognized thought leader in organizational responses to medical harm. Her work has been discussed in the *New York Times*, *Wall Street Journal* and on *CNN.com*. An engaging, impactful speaker, she shares her own experience with medical errors and expertise in meeting the needs of all stakeholders after poor outcomes—patients, families, clinicians and administrators.

From the experience of losing her son to medical errors and twelve years of working at the hospital where he died, Leilani knows both the theoretical and practical aspects of disclosure, transparency and apologies. She has the insights, experience and expertise to guide hospital systems and insurers to create and maintain responsible, reliable, patient-centered responses to medical errors.

Leilani delivers talks explaining the moral, ethical and financial need for honesty with actionable methods to respond to people impacted by errors. From her years of working with people hurt by health care errors, she knows the best practices, as well as, potential obstacles and objections to reliable disclosure and transparency programs. Audiences connect to the emotion of the stories Leilani shares, leaving them empowered, knowledgeable and motivated to responsibly respond to medical harm. She regularly speaks to rooms of thousands and to small, engaged teams.

Leilani's Signature Keynotes

Learning from Tragedies

What People & Systems Need
After Harm Events

The devastation that results from medical errors can paralyze health systems, causing a bad event to become worse. Deliberate, thoughtful communication, rather than silence creates opportunities for healing, understanding and improvements.

Attendees will learn to:

- Recognize the emotional needs of patients, families and clinicians after a medical error.
- Describe obstacles to implementing disclosure policies and methods to overcome them.
- Define the roles of hospital leaders in supporting disclosure efforts.

Preparation, Communication & Restoration

Best Practices After Medical Errors

Adverse outcomes happen even with the best medical care and treatment. But few health systems are prepared to respond with compassion and responsibility. This lack of plan is harmful to patients and families, and leaves systems in jeopardy of costly litigation and reputational damage.

Attendees will learn to:

- Understand the reputational and financial benefits of talking to patients and families after poor outcomes.
- Recognize key elements of effectively communicating with patients and families.

Who Are The Numbers?

Thinking Beyond Data
& Dashboards

Data is vital for understanding and improving health care. But focusing only on the numbers may take the focus off the people the numbers represent. This talk details the importance of keeping patients, families and the people who care for them at the center of safety improvement efforts, especially after harm happens.

Attendees will learn to:

- Recognize the importance of incorporating patient voices into improvement work.
- Identify the benefits of communicating with patients after adverse events.

“Everyone commented this was one of the best learning opportunities they have experienced. You unquestionably had an impact on our team! Your presentation was earnest, engaging, informative and thought-provoking.”

—Mark Coleman, Vice President Risk Management, Hackensack Meridian Health