



FACILITATING DIFFICULT CONVERSATIONS IN **FATALITY REVIEW**

TELLING STORIES TO SAVE LIVES



KEY FUNDING PARTNER

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What to Expect Today

OFFICE HOURS



FACILITATING DIFFICULT CONVERSATIONS IN CDR AND FIMR

Discuss the different types of challenging conversations you may encounter, ways to prepare, and how to respond.



OPEN DISCUSSION

- Digging into your questions together.
- Upcoming National Center opportunities.

DIFFICULT COMMENTS & CONVERSATIONS

COMMON TYPES



PROFESSIONAL



Negative comments, conversations, or blame focused on an organization or agency.



GENERALIZATIONS



Negative, biased comments, conversations, or blame directed at a group of people.



PERSONAL



Negative comments, conversations, or blame focused on an individual.



Establish Community Agreements

Community agreements are a touchstone to return to when challenging conversations arise.



Encourage Team to Avoid Assumptions

Assumptions can be made about organizations, groups, or individuals, and they lead to inaccuracies, biases, and ineffective recommendations.



Focus on Systems-level Solutions

Fatality review is not a blame-finding process; it is a solutions-finding process.



Support Ongoing Team Education

Provide opportunities for team members to learn, grow, and expand their perspectives.



Focus on Prevention

Always keep prevention at the forefront of fatality review discussions.



NAVIGATION STRATEGIES

ESTABLISH COMMUNITY AGREEMENTS

Strategies

- Co-create agreements as a team to increase buy-in.
- Review agreements regularly.
- Agree on how the team will operate and communicate.
- Periodically revisit agreements to decide if they should be updated.



ENCOURAGE TEAM TO AVOID ASSUMPTIONS

Plan Ahead for Success

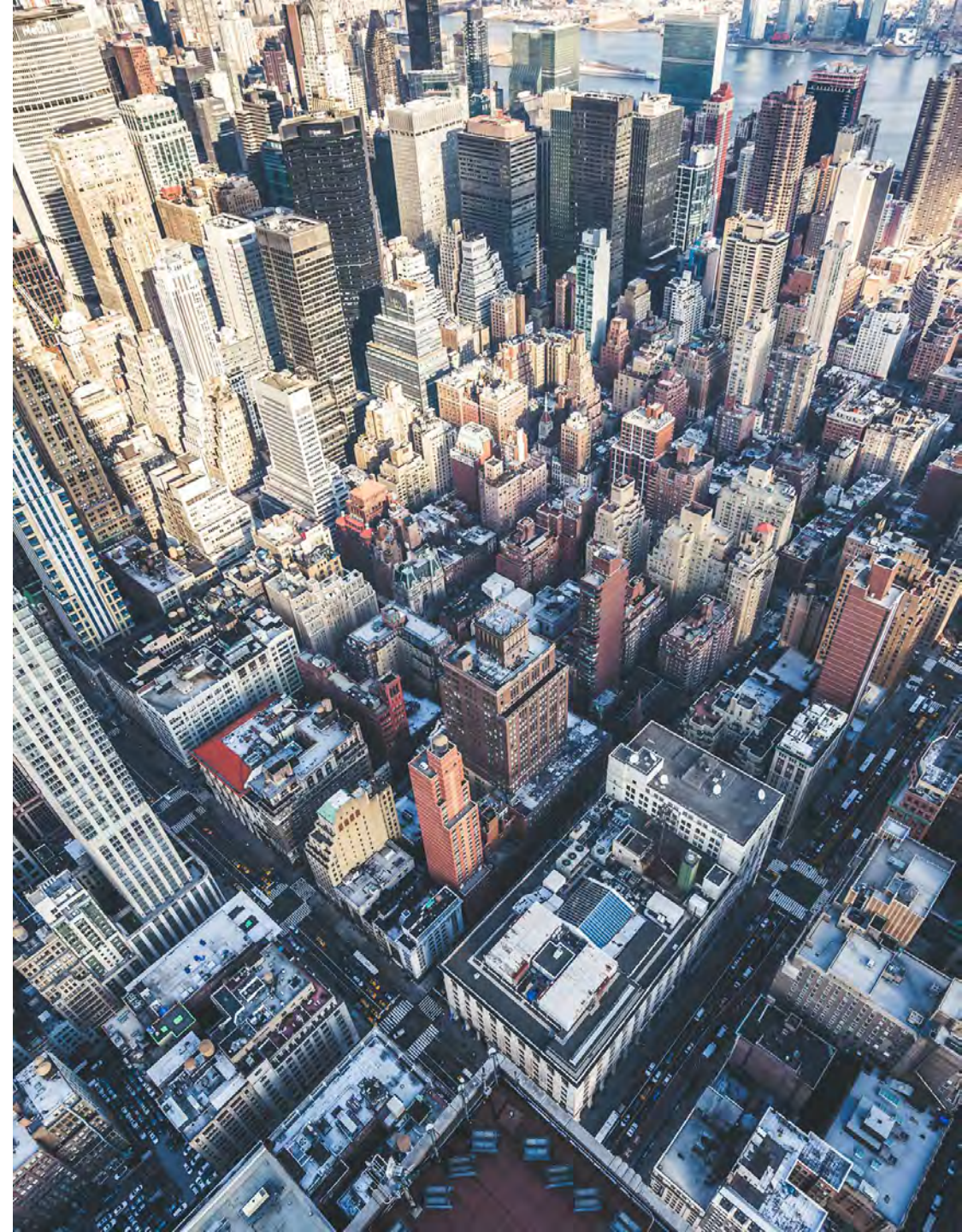
- Include a reminder in the introduction to the meeting.
- Consider reading a purpose statement focused on service and prevention that reiterates respect for the community.
- Be prepared to redirect conversations.
- Include community representatives in the process.
- Adopt “both/and” thinking.



IDENTIFY SYSTEMS-LEVEL SOLUTIONS

Shift Focus Away From Individual Issues

- Regularly refocus conversations on the goal.
- Remind team members that the power of the process lies in its ability to make change across the community.



SUPPORT ONGOING TEAM EDUCATION

Potential Areas for Learning

- Health Equity approaches.
- Trauma-informed perspectives.
- Adverse Childhood Experiences (ACEs).
- Diversity, Equity, and Inclusion (DEI).
- Community-specific information (e.g., neighborhoods, racial and ethnic groups, LGBTQ+ communities, etc.).
- Organization/agency-specific roles.



FOCUS ON PREVENTION

Remember the “Why”

- Ground review meetings in prevention.
- Remember agencies have internal review processes to hold themselves accountable; fatality review has a different goal.
- Even when agencies/organizations have competing priorities, prevention is the shared goal.



PLAN AHEAD

Plan to Pivot and Redirect as a Facilitator

- “How does this help us serve the community and prevent more deaths like this one?”
- “This family may have made a mistake, **AND** we can maximize the power of this process by focusing on systems gaps and prevention.”
- “These issues are complicated. Another perspective is...”
- “These conversations are difficult. Can we agree to hold each other accountable to our community agreement focused on respect for the community and respectful communication?”





Open Discussion

How can we help you today?



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