

# PEARL

The Process for Early Assessment and Resolution of Loss



**STANFORD**  
HOSPITAL & CLINICS

*Stanford University Medical Center*

**Lucile Packard**  
**Children's Hospital**  
AT STANFORD



At Stanford Hospital & Clinics and Lucile Packard Children's Hospital, our faculty and staff provide exceptional care in some of the most complex medical cases in the world. Our patients expect the best medical care available. We also know they expect the most trusted and genuine relationships with their doctors and care teams. We strive to exceed these expectations with every patient, every time.

Medical care is complex and can feel overwhelming at times. You may have concerns about your care or may even feel your care caused more medical problems. You may wonder if it could have been prevented.

There are benefits and risks for every medical procedure, and even with the best of care, rare complications and unanticipated outcomes sometimes happen. This is why we created PEARL, to help our patients and their families when these kinds of concerns or events occur. PEARL, stands for the Process for Early Assessment and Resolution of Loss. PEARL is based on fundamental principles of accountability, transparency and integrity and is part of our holistic approach to your healthcare. PEARL further strengthens our commitment to quality and patient safety by allowing us to better understand what has happened in a patient's care, and if preventable, keep it from happening in the future.

### WHAT DOES PEARL MEAN FOR YOU?

PEARL is a way for you to be heard. PEARL helps our patients understand their care by addressing complex medical concerns in a comprehensive, compassionate, and confidential way. PEARL supports our commitment to our patients by encouraging open and transparent communication to bring understanding, learning and healing.

### WHAT DOES PEARL MEAN FOR US?

We know that our patient's experiences stay with them long after their care has ended. Directly in line with our dedication to quality and patient safety, the PEARL process allows us to learn from our experiences, and use that knowledge to improve safety and all aspects of our patients' care.

### HOW DOES PEARL WORK?

PEARL is designed to address significant, unanticipated, or adverse medical outcomes. If you have questions or concerns about the outcome of your care, you can access PEARL to get a timely and thorough assessment.

We work to understand the facts of your care and communicate them to you. Your questions and concerns will be addressed clearly, confidentially and fairly.

Most complications and unanticipated outcomes are not preventable. In the unusual event that the outcome of your care is determined to be preventable, steps will be taken to help your family recover and heal.

## THINGS TO CONSIDER WHEN THINKING ABOUT PEARL AND YOUR MEDICAL OUTCOME.

PEARL is designed to address significant, unanticipated, or adverse medical outcomes. It is important to note that not every medical outcome will require a PEARL assessment but every concern will receive a timely and thorough response.

- Does your concern involve the outcome of your medical treatment?
- Are you negatively impacted by the outcome of the medical treatment?
- Are you concerned that the medical treatment caused more medical problems?
- Have you discussed your specific medical concern with the physician?
- Has the outcome you experienced been described as a possible complication by your physician?
- Were you seriously impacted by the outcome of your medical treatment or was there the potential for a serious impact?

## HOW YOU CAN LEARN MORE ABOUT PEARL.

Both the Stanford Hospital & Clinics and Lucile Packard Children's Hospital websites have links to PEARL details. On the PEARL page you can complete a brief information form which will allow us to contact you about your medical concern.

You can contact Guest Services or Patient Relations at the numbers below.

Stanford Hospital & Clinics  
Guest Services  
1-650-498-3333  
stanfordhospital.org

Lucile Packard Children's Hospital  
Patient Relations  
1-650-498-4847  
lpch.org

We also encourage you to discuss your concerns with your doctor and care team.



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