

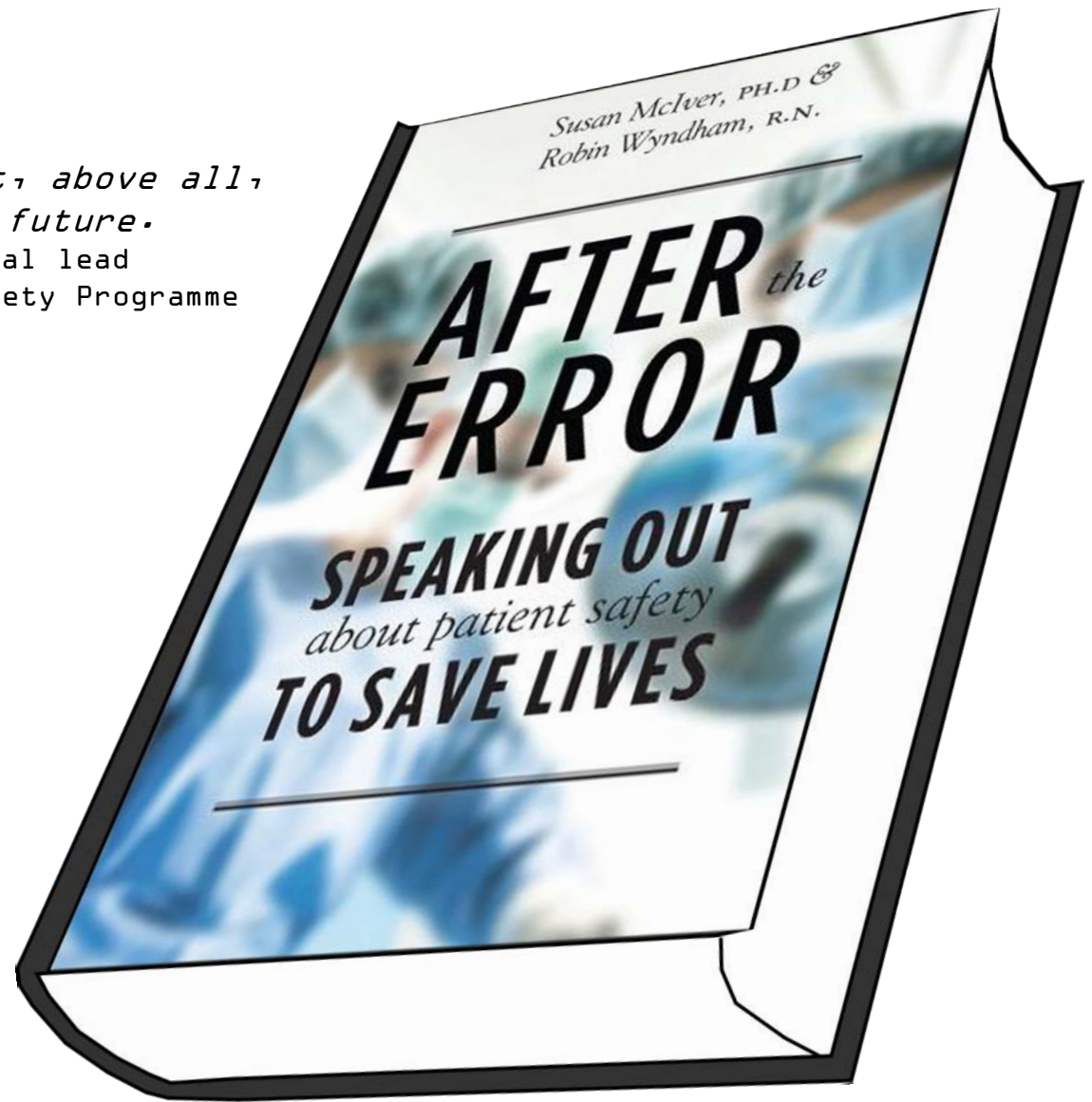
# To Err is Human:

What Every Patient Should Know about Medical Errors

Susan McIver

*Sobering, informative, but, above all,  
full of hope for the future.*

MARGARET MURPHY, external lead  
WHO Patients for Patient Safety Programme



**Pointe-du-Chêne**  
New Brunswick



***Take Action***

Beverly Williston

St. John's  
Newfoundland

Yukon

BC

Co

Newfoundland  
Labrador

Prince Edward  
Island

New  
Brunswick

Nova  
Scotia

# *Claire's Story*

Raeline McGrath



*...that unthinkable moment when a  
shattered family returns to an  
empty house and says, "What now?"*

Helen Haskell

Vancouver  
British Columbia

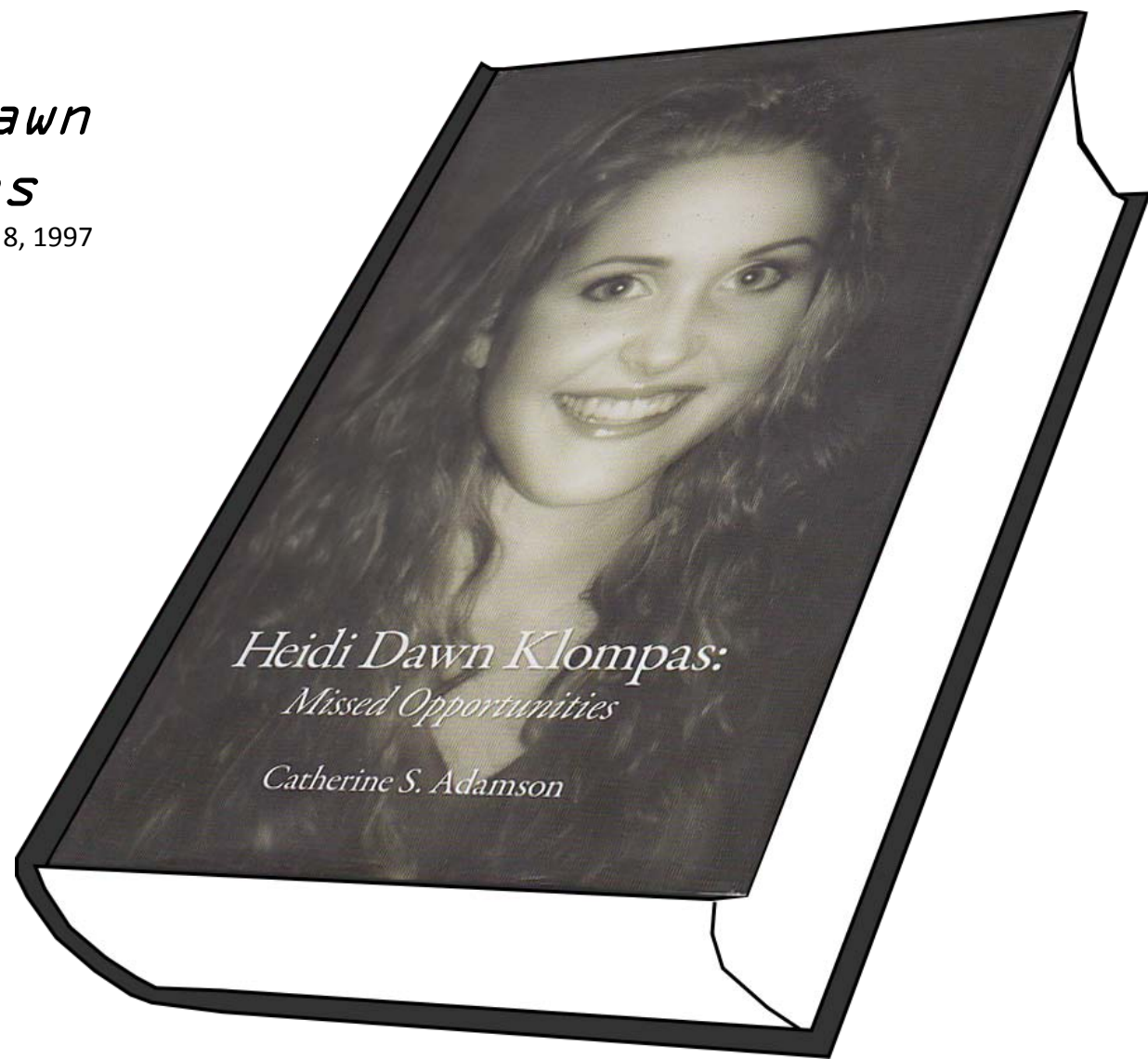


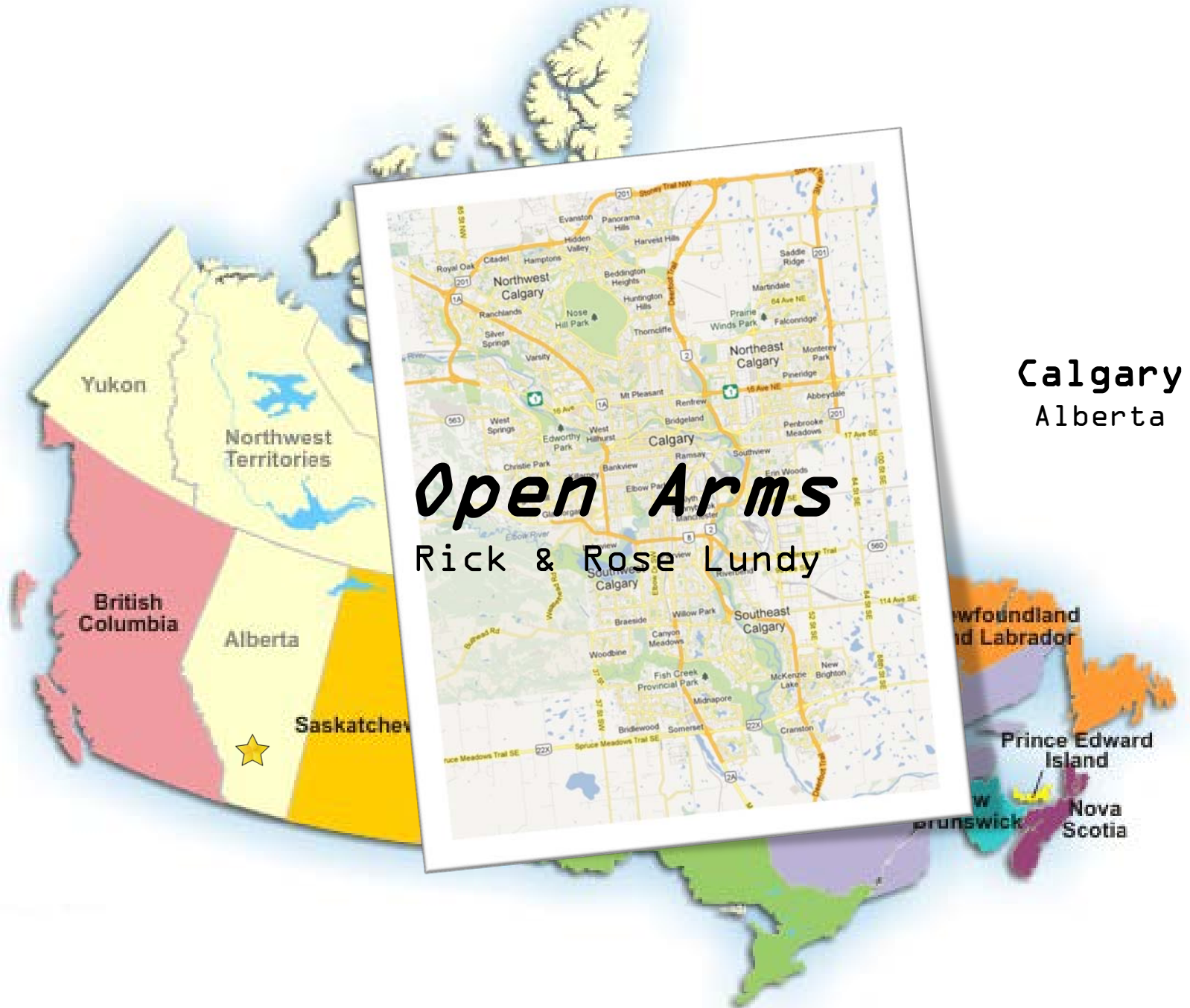
***Broken***

Catherine Adamson

*Heidi Dawn  
Klompas*

May 8, 1980 - October 8, 1997





# Open Arms

Rick & Rose Lundy

Calgary  
Alberta





**Open Arms**  
Patient Advocacy Society

[www.openarmsadvocacy.com](http://www.openarmsadvocacy.com)

Vancouver  
British Columbia

*Hear My Voice*  
Catherine Winckler

Yukon

British  
Columbia



Scotia

# *Esther's Voice*



[www.esthersvoice.com](http://www.esthersvoice.com)

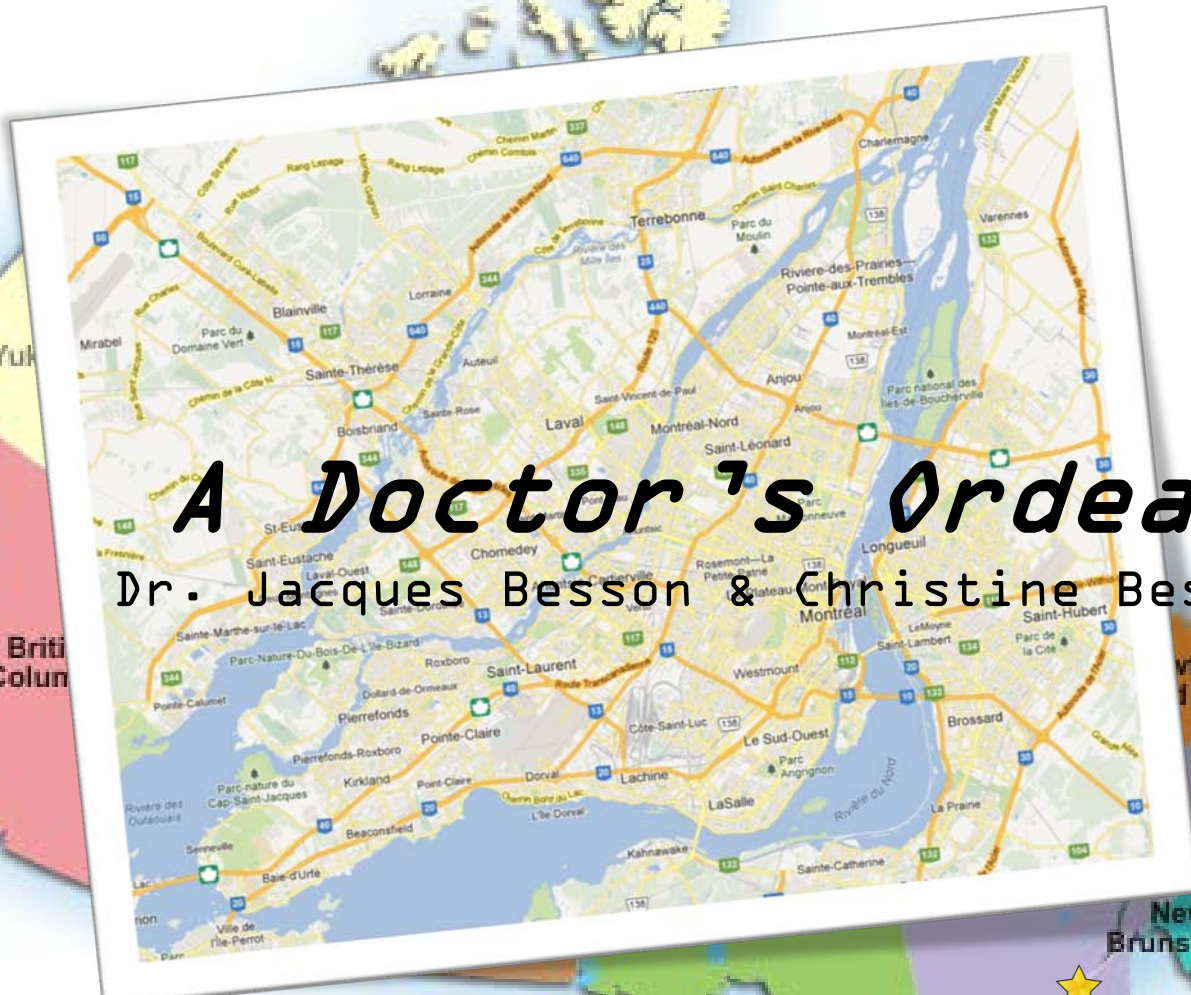
- Separate your grief from pursuing justice
- Learn about the systems involved so you can navigate them
- Do not rely on others
- Take the lead

Catherine Winckler

Montreal  
Quebec

# *A Doctor's Ordeal*

Dr. Jacques Besson & Christine Besson



British Columbia

Newfoundland and Labrador

Prince Edward Island

New Brunswick  
Nova Scotia



**ADVİN**

Association des  
victimes d'infections  
nosocomiales

[www.advin.org](http://www.advin.org)

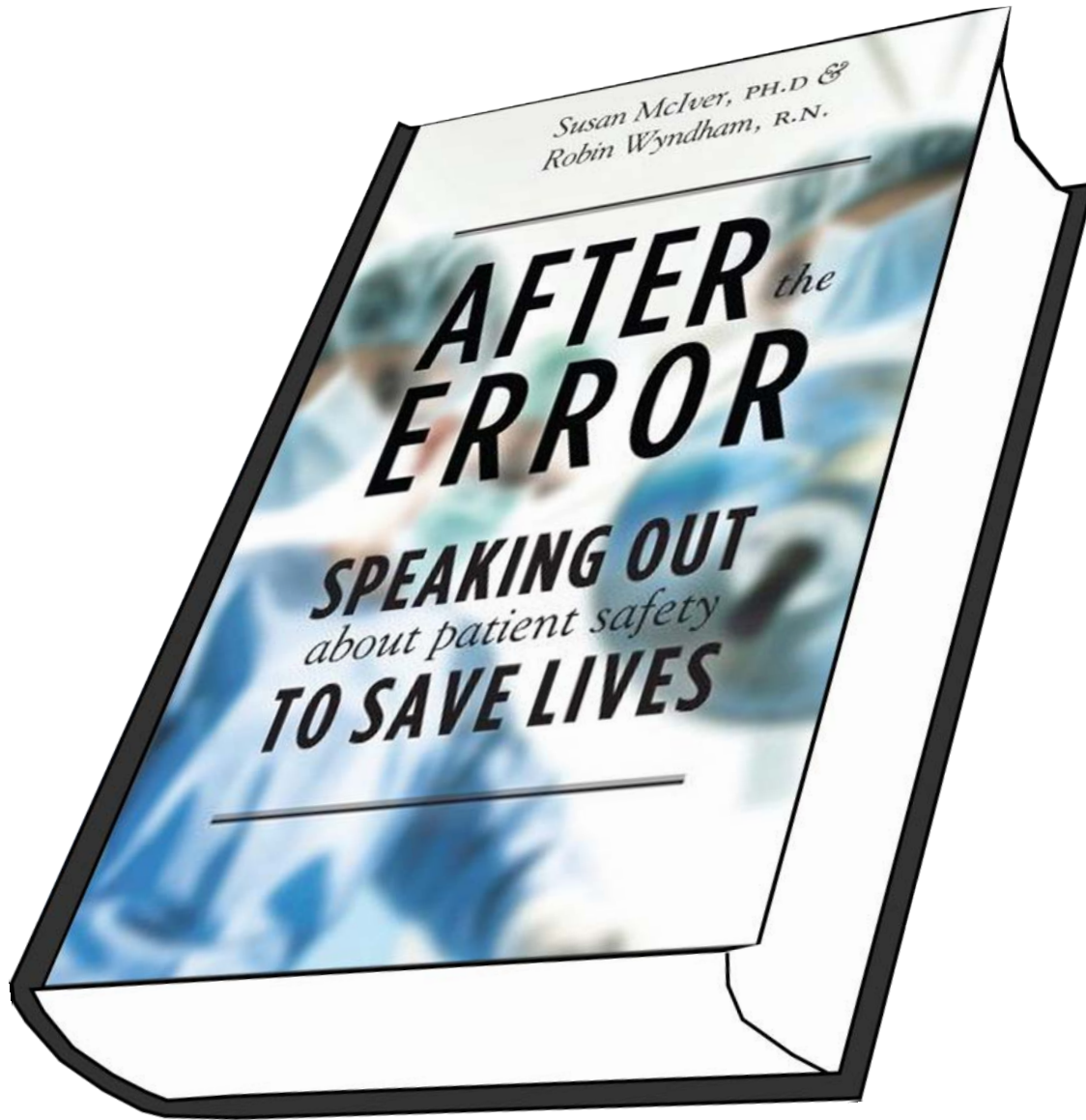
*Susan McIver, PH.D &  
Robin Wyndham, R.N.*

---

# **AFTER** *the* **ERROR**

**SPEAKING OUT**  
*about patient safety*  
**TO SAVE LIVES**

---



*To err is human. But to challenge and  
change those errors is heroic.*

BREAKING THE WALL OF SILENCE, documentary project  
Citygate Films



*fin*