

Appendix 1 (as submitted by the authors): Examples of family reports as a function of harm categories

Degree of Harm Classification	Definition	Example
Not a Patient Safety Issue	No harm or risk of harm	"My daughter was to have and IV inserted according to her main doctor, the nurses weren't sure, another doctor decided not to proceed with it."
Near Miss	Harm almost occurred but was avoided through chance or timely action	"Medication changes were not passed on. If we were not on top of what she was needing, her meds would not have been given appropriately. We had to reiterate a lot...though on that note it was more for the students."
Minor Harm	Minor, temporary injury to the patient	"Poor coordination between activit[iles] of different providers: peripherally inserted central catheter delayed for a week due to this. Child was poked with needle 10 times per day as a result."
Moderate Harm	Moderate, temporary injury to the patient	"While still in the NICU after my daughters feeding schedule was changed the nurse who was caring for her obviously didn't understand the change but never clarified with doctors. This resulted in her getting fed much less per hour

		then needed. This continued after shift change that night and when I noticed the error at 4 AM the next morning it was corrected. **staff was only aware of this problem after I brought it to their attention."
Severe Harm	Serious injury, altering hospital stay and/or requiring additional treatment	"Son had an MRI and months went by and no communication, I called our pediatrician, and the test results were lost, was recovered about 5 months later. But because of this my son could've had his surgery sooner, because it was an emergency surgery situation."
Insufficient Detail to Evaluate	Cannot reasonably assign to any of the other categories with information provided	"Sometimes, but not often, conflicting information or advice. I also think that would be helpful if the staff would explain what the patient is expected or should do in the first day after surgery, the second day or so on, how much he should move, when it would be the proper time to go for a walk on the halls."