After a death: family and team

START HERE · Confirm the facts and name a lead
Confirm identity and death, agree what is known, and arrange a private space, interpreter and support person as needed.

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What does the family or team need now?

Family notification	→ Introduce yourself, give a brief warning and say clearly that the person died. Pause. Listen, show sympathy and check understanding.
Unanswered questions or possible unexpected harm	→ State known facts and uncertainty separately. Activate the institutional response and name who will follow up.
Team needs relief or support	→ Arrange coverage and offer peer support. Hold a separate, non-blaming operational review with named actions.

Reassess and escalate · Offer the family written contacts. Agree when to follow up with the family and staff. Do not require personal trauma narratives.

Clinical scope · Adapt family notification, documentation and team support to institutional policy and Chilean requirements. Investigate unexpected harm through the applicable institutional process.

Sources [31] CSTS death notification • [32] AoMRC death code 2025 • [33] AHRQ CANDOR • [34] AHRQ peer support • [35] AHRQ TeamSTEPPS debrief • [36] NICE NG116