



**Louisiana Alliance  
For Patient Safety**  
Patient Safety Organization

# EDUCATION PROGRAMS

## Safe Table: Communication and Early Resolution After Medical Injury: The Massachusetts Experience

### DATE:

Tuesday, January 22, 2019  
Time: 10:00 a.m. – 2:00 p.m.

### LOCATION:

LHA Conference Center  
2334 Weymouth Drive  
Baton Rouge, LA 70809

### WHO SHOULD ATTEND:

**LAPS PSO Members:** CEOs, COOs, CNOs, CMOs, nurses, physicians, risk managers, quality improvement staff and legal counsel.

### CONTINUING EDUCATION CREDIT:

**Nursing:** 3.0 contact hours will be awarded for this offering by the Louisiana Alliance For Patient Safety-PSO, Inc. (LAPS PSO) for complete attendance of the program. The LAPS PSO is approved by the Louisiana State Board of Nursing – CE Provider #39.

Participants will receive, upon completion of program, a certificate documenting the completed continuing education/clock hours.

### HOTELS:

[http://www.lhaonline.org/resource/esmgr/edu\\_17/BTR\\_Hotels\\_offering\\_LHA\\_Group.pdf](http://www.lhaonline.org/resource/esmgr/edu_17/BTR_Hotels_offering_LHA_Group.pdf)

### OVERVIEW:

The Massachusetts Alliance for Communication and Resolution following Medical Injury (MACRMI) was formed in 2012 to help fix a broken malpractice system by supporting Massachusetts healthcare facilities in implementing Communication and Resolution Programs (CRPs) for the benefit of patients, providers and the healthcare system as a whole. There are currently 12 participating hospitals and healthcare facilities with CRPs, and several others in the early stages of implementation. This presentation will focus on Massachusetts's journey to a better, fairer process when adverse events occur, and will include the history of the approach and the alliance, how implementation works, the lessons learned from their pilot implementations, the data supporting the approach, details on how to start your own program, and the benefits of a statewide alliance to support those involved.

### OBJECTIVES:

At the conclusion of the meeting, participants should be able to:

- Develop an understanding of the merits of a Communication, Apology, and Resolution (CARE) program and the data that supports its implementation; and
- Identify the elements necessary for sustaining a successful CARE program and the challenges to be aware of over time.

### CONFIDENTIALITY:

*The Patient Safety and Quality Improvement Act empowers providers to share information about quality by providing them privacy rights, similar to the privacy right for patients under HIPAA. The privacy right is made secure through penalties that are administered through the Office of Civil Rights.*

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### **AGENDA**

9:30 a.m. - 10:00 a.m.	Registration
10:00 a.m. - 11:30 a.m.	MACRMI Presentation: <ul style="list-style-type: none"><li>• Why CRPs, and What They Are;</li><li>• The History of CRPs and How Massachusetts Got Started;</li><li>• CRP Implementation Strategies and Lessons Learned;</li><li>• Supportive Evidence for CRPs; and</li><li>• How to Build a State/Regional Alliance.</li></ul>
11:30 a.m. - 12:15 p.m.	Lunch (Provided)
12:15 p.m. - 2:00 p.m.	Case Studies from LAPS PSO Institutions

### **MEET YOUR FACULTY:**

#### **Melinda B. Van Niel, MBA, CPHRM, Project Manager**

#### **Massachusetts Alliance for Communication and Resolution Following Medical Injury**

Niel previously worked as the Manager of Patient Safety at Beth Israel Deaconess Medical Center in the Healthcare Quality department where she implemented one of the first CARE programs in the state. She received her Bachelor of Arts degree from Harvard University and her Master's in Business Administration from Villanova University with a concentration in healthcare management.

#### **Dr. Ashley Yeats, Chair**

#### **Massachusetts Alliance for Communication and Resolution Following Medical Injury**

As Associate Medical Director of the Academic Medical Center Patient Safety Organization (PSO), an arm of the CRICO Risk Management Foundation of the Harvard medical institutions and their affiliates. Dr. Yeats leads patient safety initiatives and "safe table" convenings for an AHRQ listed PSO. In addition, he serves as CMO and VP of Healthcare Quality & Clinical Integration at Beth Israel Deaconess Hospital-Milton, leading quality and process improvement initiatives within the Beth Israel Deaconess health system in Boston, MA. Prior to joining Harvard Medical Faculty Physicians in 2010 as Associate Chief of Emergency Medicine at Milton Hospital, he held various medical staff leadership positions during the course of eleven years as an emergency department physician at Brigham and Women's Faulkner Hospital. Dr. Yeats achieved his Doctor of Medicine from the University of Western Ontario and completed a combined residency in family medicine and emergency medicine at The University of Ottawa, obtaining board certifications in both emergency medicine and family practice through the College of Family Physicians of Canada. He is a graduate of the Intermountain Healthcare Advanced Training Program in Health Care Delivery Improvement, where he obtained certification as a patient safety officer in 2011. Dr. Yeats has spoken internationally on quality improvement theory and on communication/apology/resolution (CARE/DA&O) programs as an alternative to the tort system in medical malpractice claim resolution.



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### REGISTRATION

Registrations may be sent via fax to (225) 923-1004. VISA, Master Card, Discover or American Express are accepted. All information is handled through a confidential fax and blotted out before it is forwarded to the registrar. Email confirmations will be sent to all registrants who list an accurate email address.

### CANCELLATION POLICY

Cancellations received in writing up to one week prior to a scheduled event will be charged a cancellation fee of **\$40** (per person, per event). Registrations cancelled less than one week prior to the scheduled event, or individuals who fail to attend, are **non-refundable**. Registrants who are unable to attend a LAPS PSO educational event are permitted to, and encouraged to send a substitute without incurring a cancellation fee. Please send written notice of any substitutions prior to the scheduled event.

### TRANSFER POLICY

We are unable to transfer your registration to another LAPS PSO program. Please make every effort to attend or send a substitute.

### AMERICANS WITH DISABILITIES ACT

LAPS PSO will make every effort to provide reasonable accommodations for physically-challenged attendees who require special services. When registering, please attach a written description of needs to the application.

**Date:** Tuesday, January 22, 2019

**Time** 10:00 a.m. - 2:00 p.m.

**Register Online:** <https://www.lhaonline.org/event/LAPSPSO>

**Price:**

LAPS PSO Member Hospital/Person – Complimentary

**Fax registration to:** (225) 923-1004

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Organization:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City / State / Zip:** \_\_\_\_\_

**Telephone #:** \_\_\_\_\_ **Fax #:** \_\_\_\_\_

LHA Code # M1941001