A s part of its strategic plan, CHA is implementing a statewide
disclosure, apology, and early resolution collaborative to
promote transparency.

Communication, Apology, and Resolution (CARe) resolves medical
adverse events through honest and transparent communication
with patients and families, empathy and apology, and proactive
resolution outside of a courtroom. This workshop will give you the
tools and skills needed to begin implementation of a CARe program
in your own facility. Stages of preparation and education will be
discussed along with the nuts and bolts of case review.

Target audience: Physicians, nurses, risk, compliance, social work,
quality, and in-house legal counsel.

The program is being presented as part of the Partnership for
Patients HIIN educational series.

At the conclusion of this program, participants will be able
to:

- Describe how the CARe process works behind the scenes for
  risk managers, providers, and claims representatives
- Recognize the benefits of CARe programs to physicians,
  patients, and healthcare institutions and understand how to
  realize those benefits

Program Presenters

Melinda B. Van Niel, MBA, CPHRM, manages the Massachusetts
Alliance for Communication and Resolution following Medical
Injury (MACRMI) and leads its implementation team. She
previously worked as the Manager of Patient Safety at Beth Israel
Deaconess Medical Center in the department Healthcare Quality,
where she implemented one of the first Communication, Apology,
and Resolution (CARe) programs in the state. She was also a
contributor and advisor to the AHRQ’s CANDOR Toolkit. Ms. Van
Niel 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.

Program details continue on the next page.
Ashley Yeats, MD, FACEP, is a founding member and past Board chair of the Massachusetts Alliance for Communication and Resolution following Medical Injury (MACRMI). As Associate Medical Director of the Academic Medical Center Patient Safety Organization (AMC PSO), he led patient safety initiatives and facilitated “safe table” convenings for an AHRQ listed PSO. He is currently Vice President of Medical Operations at Blue Cross Blue Shield of Massachusetts. He represents BCBSMA in strategic initiatives with the provider community and is responsible for the professional oversight and physician leadership of all medical management programs, including operational oversight of the Provider Appeal Unit, Corporate Peer Review, and clinical oversight of Provider Credentialing. Most recently, Dr. Yeats served as Chief Medical Officer and Vice President 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.

Agenda

8:30 a.m. – 9:00 a.m. Registration
9:00 a.m. – 9:15 a.m. Welcome and Introductions
9:15 a.m. – 9:45 a.m. Basics of CARe and Pre-work
9:45 a.m. – 10:15 a.m. Readiness Checklist
10:15 a.m. – 10:30 a.m. Program Break
10:30 a.m. – 11:15 a.m. Implementation Phase One: Behind the Scenes with Risk, Patient Safety, and Patient Relations
11:15 a.m. – 12:00 p.m. Case One
12:00 p.m. – 12:30 p.m. Program Break
12:30 p.m. – 1:15 p.m. Implementation Phase Two: Educating the Broader Community in Your Facility
1:15 p.m. – 2:00 p.m. Case Two
2:00 p.m. – 2:15 p.m. Program Break
2:15 p.m. – 2:45 p.m. Case Three
2:45 p.m. – 3:30 p.m. Discussion and Program Wrap-up
3:30 p.m. Evaluations

Program details continue on the next page.
In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and The Connecticut Hospital Association. AXIS Medical Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Credit Designation for Nursing
AXIS Medical Education designates this continuing nursing education activity for 5.25 contact hours.

Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.

DISCLOSURE: The speakers and the members of the Planning Committee do not have any commercial or financial interest which would bias the presentation

Disclaimer
Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer’s product information, and comparison with recommendations of other authorities.

Requirements for credit for nurses:
• Attend/participate in the educational activity and review all course materials.
• Complete the CE Declaration form online by 11:59 pm ET April 10, 2020. Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
• Upon successful completion of the online form, your statement of completion will be presented to you to print.

For additional information, contact CHA Education Services at 203-294-7263 or educationservices@chime.org.

This program is administered through CHA’s education affiliate.