The How and When of Communicating Adverse Outcomes and Errors

February 22-23, 2007

Student Life Center
Vanderbilt University
Nashville, Tennessee

 Rune sponsored by the Center for Patient and Professional Advocacy and Vanderbilt University School of Medicine

Day 1, The Student Life Center, Vanderbilt University

8:30 – 9:00 am
Breakfast and registration

9:00 – 12:30 pm
Communicating adverse outcomes and errors:
• Communicating about obvious errors
• Skills for delivering bad news and responding to patient/family concerns
• Overview of disclosure-related research
• Structuring difficult interactions and dealing with patient/family reactions
• Why people sue and who gets sued

12:30 – 1:30 pm
Lunch

1:30 – 5:00 pm
Cases and discussions:
• Delivering bad news when you may have erred or when a colleague may have erred
• Navigating situations where professionals disagree about causes of unexpected outcomes
• Disclosure of another provider's error

5:00 pm
Adjournment and program evaluation

Day 2, The Student Life Center, Vanderbilt University

8:00 – 8:30 am
Breakfast

8:30 – 12:00 pm
Train the trainer:
• Review
• Using the “balance beam”
• Understanding the pros and cons of different disclosure techniques
• Anticipating reasonable patient/family questions
• Applying communication tools to new cases
• Role playing skills – individualized team feedback
• Teaching: role playing and case presentation

12:00 – 12:45 pm
Lunch

12:45 – 3:45 pm
Adapting the workshop for your hospital and medical staff:
• Principles of case selection/identification
• Identifying/overcoming barriers to program implementation
• Addressing logistical issues and evaluating outcomes
• Institutional disclosure policies
• Further resources

3:45 – 4:00 pm
Program evaluation and adjournment

Program subject to change.

Faculty

Course Faculty:
James W. Pichert, PhD
Professor of Medical Education
Co-Director, Center for Patient and Professional Advocacy
Vanderbilt University School of Medicine

Iline N. Moore, MD, JD, FCLM
Assistant Professor of Medical Education and Administration
Vanderbilt University School of Medicine

Course Director:
Gerald B. Hickson, MD
Associate Dean for Clinical Affairs
Director, Center for Patient and Professional Advocacy
Vanderbilt University School of Medicine
Purpose
Healthcare providers face a variety of challenges when confronted with situations where adverse events or errors occur, and few institutions offer training to address such challenges. Most often, healthcare professionals are left to deal with patient/family perceptions of care provided, their expectations for error resolution, and potential institutional costs without the skills needed to successfully navigate the disclosure process. The How and When of Communicating Adverse Outcomes and Errors seeks to address this deficiency by providing a program that not only teaches participants necessary disclosure skills, but also prepares them to implement similar workshops in their home institutions. Through participation and implementation of this program, healthcare professionals will replace ad hoc disclosure techniques with prepared, thoughtful, and well-communicated disclosure practices.

Target Audience
This CME activity will interest leaders in medicine, nursing, risk management and patient safety who desire training in communicating adverse outcomes and errors and want to implement a similar program in their home healthcare institutions. Clinical educators and quality improvement personnel may also benefit. All clinical specialties are welcome.

Learning Objectives
After participating in this CME activity, attendees should be able to:
• Deliver bad news and apply disclosure principles to a variety of case scenarios;
• Discuss an overview of malpractice-related research and assess why people sue and who gets sued;
• Identify factors that either facilitate or hinder medical professionals’ willingness to disclose;
• Teach the disclosure process to others as the ‘trainer’;
• Adapt the workshop for their medical center and medical staff;
• Identify/overcome organizational barriers to program implementation.

Location
All sessions on February 22-23, 2007 will be held at the Vanderbilt University Student Life Center, located at 310 25th Avenue South on the Vanderbilt University campus. Detailed directions and parking instructions will be sent following registration.

Accommodations
Accommodations for this conference may be arranged with the Marriott at Vanderbilt prior to January 23rd, 2007. Reservations made after this date are subject to availability. To benefit from the group rate of $159.00, identify yourself as an attendee of the “Adverse Outcomes and Errors” conference. Please call 1-800-285-0190 to make your reservations. The Marriott is located at 2555 West End Avenue Nashville, Tennessee 37203 (phone: 615-321-1300; fax: 615-321-1400).

CME Credit
Vanderbilt School of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

Vanderbilt School of Medicine designates this educational activity for a maximum of 12.75 AMA PRA Category 1 Credit(s)™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Registration Fee
Your registration fee includes attendance at all sessions, the course syllabus, CME credit and all food functions. Please see the registration form for further information.

Disclosure Statement
It is the policy of Vanderbilt School of Medicine that participants in CME activities be made aware of any affiliation or financial interest that may affect the speaker’s presentation(s). Each speaker has completed and signed a conflict of interest statement. The faculty members’ relationships will be disclosed to the audience.

Americans with Disabilities Act
It is the policy of Vanderbilt School of Medicine not to discriminate against any person on the basis of disabilities. If you need service or auxiliary aids mentioned in this action in order to fully participate in this continuing education activity, please call Anna Caruso Hayden at 615.343.4500 or attach a note to your registration form.

For More Information
For more information please contact Anna Caruso Hayden, Education Program Coordinator, at anna.c.caruso@vanderbilt.edu or 615.343.4500.

Events Happening in Nashville
For the Good Times: The Ray Price Story
Country Music Hall of Fame and Museum
222 Fifth Avenue South
615.416.2001
www.countrymusichalloffame.com

Mexico and Modern Printmaking:
A Revolution in the Graphic Arts, 1920-1950
Frist Center for the Visual Arts
919 Broadway
615.244.3340
www.fristcenter.org

Nashville Symphony Pops Series:
Take 6 and Jubilant Sykes
Corner of Fourth Avenue South and Demonbreu
615.783.1200
www.nashvillesymphony.org

Cheekwood Museum of Art
1200 Forrest Park Drive
615.356.8000
www.cheekwood.org

Opus at the Ryman
Ryman Auditorium
116 Fifth Avenue North
615.458.8700
www.ryman.com

FABERGÉ:
The Matilda Geddings Gray Foundation Collection
Cheekwood Museum of Art
1200 Forrest Park Drive
615.356.8000
www.cheekwood.org

Registration

Name

Name for name tag

Title/specialty

Last 4 digits of Social Security # (required for identification purposes only)

Mailing address

city

State

Zip

Business phone

Tax number

Email address

*Your registration confirmation will be sent by e-mail.
Please provide the requested information.

Registration Fee

$525 per participant

Attire for all sessions: business casual

Payment

Make checks payable to the Center for Patient and Professional Advocacy (CPPA).

Download a registration form online at www.mc.vanderbilt.edu/CPPA_conferences or return this form with your payment to:

The Center for Patient and Professional Advocacy
Vanderbilt University Medical Center
Attn: CPPA CME Registration 9622
405 Oxford House
Nashville, Tennessee 37232-4220
Phone: 615.343.4500
Fax: 615.343.8580