Day 1 – January 24, 2008

8:30 am – 9:00 am
Breakfast and registration

9:00 am – 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 pm – 1:30 pm
Lunch

1:30 pm – 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
• Factors that influence a healthcare professional’s willingness to disclose

5:00 pm
Adjournment and program evaluation

Day 2 – January 25, 2008

8:00 am – 8:30 am
Breakfast

8:30 am – 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 pm – 12:45 pm
Lunch

12:45 pm – 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
• The effects of errors: helping the healthcare professional

3:45 pm – 4:00 pm
Program evaluation and adjournment
Program subject to change.

Faculty

Course Director:
Gerald B. Hickson, MD
Associate Dean for Clinical Affairs
Director, Center for Patient and Professional Advocacy
Vanderbilt University School of Medicine

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

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

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 program to others as the “trainer”;
- Adapt the workshop for their medical center and medical staff; and
- Identify/overcome organizational barriers to program implementation.

Location
All sessions on January 24th – 25th, 2008 will be held at Vanderbilt University. Detailed room location information, directions and parking instructions will be sent following registration.

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 12.25 AMA PRA Category 1 Credit(s)™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

CNE Credit
This continuing nursing education activity is pending approval by the Tennessee Nurse Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.

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 feel you need services or auxiliary aids mentioned in this act 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.

Registration

| name and degrees (for nametag) |
| job title |
| organizational affiliation |
| last 4 digits of Social Security # (required for identification purposes only) |
| mailing address |
| city |
| state | zip |
| business phone |
| fax number |
| email address* (required to issue CME certificate) |
| VU-NET ID (applicable to Vanderbilt employees only, required to issue CME certificate) |

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

Attire for all sessions: business casual

Please mail or fax your completed registration form to:
The Center for Patient and Professional Advocacy
Vanderbilt University Medical Center
Attn: CPPA CME Registration 9642
405 Oxford House
Nashville, Tennessee 37232-4220
Phone: 615.343.4500
Fax: 615.343.8580