Communication and Resolution Program (CRP) Leader Retreat to Improve Patient Safety

February 18th and 19th, 2016 | Palo Alto, CA | Register here: bit.ly/1MpzaZX

Co-sponsored by the Collaborative for Accountability and Improvement and the National Patient Safety Foundation, and hosted by The Risk Authority Stanford.

Learn how your organization can implement an effective communication and resolution program (CRP) at this retreat for healthcare leaders.

Despite our best efforts as care providers, adverse events happen far too often. Most efforts to respond to them don't actively improve patient safety or meet the needs of patients and providers. CRPs turn adverse events into opportunities for improvement. They ensure open communication after an adverse event is discovered, a comprehensive analysis of what happened with subsequent safety improvements, emotional support for patients and providers, and an appropriate resolution. At this retreat, healthcare leaders will learn how to implement CRPs effectively in their organizations.

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

» Define the core components of a CRP and why each component is critical to a CRP's effectiveness.

» Describe the common barriers healthcare organizations experience when implementing a CRP and the strategies for overcoming them.

» Conduct a CRP gap analysis at their institution and interpret the results.

» Develop a plan for their organization to effectively implement a CRP.

Five experts who lead the most esteemed CRP programs in the country will share implementation strategies, facilitate group discussions, and use simulation-based learning to prepare your organization for successful CRP adoption.

Implementing CRPs in fast-moving, complex organizations can be difficult. Pioneers in the CRP field will provide guidance on how to transform culture and practices and make implementation easier. During the retreat, participants will:

» Receive pre-retreat reading resources.

» Participate in facilitated and interactive group discussions that include the development of a customized plan for implementing a CRP in their organizations.

» Learn core curricula through multimedia presentations and active conversation.

» Learn the most up-to-date CRP science and implementation techniques.

» Practice CRP skills such as event reporting and review, communication, peer support, and resolution using examples of actual cases involving difficult disclosures.

» Gain access to a plethora of tools and supplemental resources.

CRP Leader Retreat Faculty

Richard Boothman, JD, serves as the Executive Director of Clinical Safety and Chief Risk Officer at the University of Michigan Health System and is a member of the NPSF Board of Directors. In 2001, Mr. Boothman established the Michigan Model, a patient safety approach to responding to adverse events that occur in the course of medical care, which has garnered national and international attention. The results of the highly-regarded Michigan Model—the longest, continually running CRP program involving captive insurers—have been published in leading journals including American Health Lawyer's Journal of Health and Life Sciences Law, the Annals of Internal Medicine, Frontiers of Health Services Management, and the Milbank Quarterly.

Jeffrey Driver, JD, MBA, is the Chief Executive Officer of The Risk Authority Stanford, and Chief Risk Officer of Stanford Health Care and Stanford Children's Health. Under his leadership, the Process for Early Assessment and Resolution of Loss (PEARL) developed a number of CRP innovations. He is the Chair of the Board of Directors for the Collaborative for Accountability and Improvement. He was named a Distinguished Fellow by the American Society for Healthcare Risk Management (ASHRM) and served as a past president of ASHRM (2004). He also served as faculty to ASHRM's Barton Certificate in Healthcare Risk Management Program and to the Harvard Medical School.

Thomas Gallagher, MD, is Professor and Associate Chair in the Department of Medicine at the University of Washington. He is the Executive Director of the Collaborative for Accountability and Improvement. Dr. Gallagher was the principal investigator of an AHRQ demonstration project to determine the feasibility of CRP implementation in healthcare systems where multiple insurers are involved in the resolution of individual CRP events. He formed HealthPact, a state-wide coalition of CRP stakeholders working together to improve the conditions for CRP adoption in Washington State. He is the author of more than 80 scholarly articles addressing issues of transparency and patient safety in peer-reviewed journals nationally and internationally.

Timothy McDonald, MD, JD, is the Chair of the Department of Anesthesiology and Medical Director of Quality and Safety at Sidra Medical and Research Center in Doha, Qatar. Immediately prior, he served as the Chief Safety and Risk Officer for Health Affairs at the University of Illinois Medical Center at Chicago where he led a comprehensive program for responding to patient safety incidents called the Seven Pillars. In the first two years after implementation, the Seven Pillars program resulted in nearly 200 system improvements. His federally funded research focuses on improving quality of care while mitigating medical liability issues, including the establishment of teaching methodologies for all levels and professions in health care.

Kenneth Sands, MD, MPH, Chief Quality Officer at Beth Israel Deaconess Medical Center and an Associate Professor of Medicine at Harvard Medical School, is a co-founder and site director for the Harvard Medical School Fellowship in Clinical Quality and Patient Safety. Dr. Sands also co-founded the Massachusetts Alliance for Communication and Resolution following Medical Injury (MACRMI) in 2012. MACRMI includes some of the most notable health and medical groups in Massachusetts and serves the growing CRP community with a rich set of resources on its website. Eight healthcare organizations are working in conjunction with MACRMI to implement the Communication, Apology, and Resolution (CARe) model. Six of these institutions are formally collecting data as part of an academic study.

Join us for the CRP Leader Retreat

Registration is open and enrollment is limited. Reserve your space by registering here:
http://bit.ly/1MpzaZX
Note: registrants who pay by credit card incur an additional $9.95 service fee plus a 3% processing fee.

Date: February 18th and 19th, 2016

Location: Arrillaga Alumni Center, 326 Galvez St, Stanford, CA 94305

Price per participant: $1895
Significant group discounts are available.

Who should attend. Two to four representatives from an individual healthcare organization in leadership positions—ideally Medical Staff Quality Executives, Nursing Staff Quality Executives, Directors of Risk Management, and/or Directors of Quality Improvement.

Registration. Reserve your space now by registering at: Communication and Resolution Program (CRP) Leader Retreat. If paying by check, please contact the Collaborative for Accountability and Improvement at: TheCAI@uw.edu. You will be contacted by email within 3 business days with information about how to complete your payment by check. Your registration is not complete until your check has been received.

Retreat Fees. The retreat fee of $1895 covers the costs of the training, access to course handouts, two continental breakfasts and two lunches.

Retreat Information. The retreat will be held on the Stanford campus at the Arrillaga Alumni Center, 326 Galvez Street, Stanford, CA 94305. The retreat will run from 8am to 5pm on February 18th and from 8am to 4pm on February 19th. Limited visitor parking (metered) is available for the Alumni Center in the Track Lot at the corner of Galvez Street and Campus Drive. Call for more information on parking: Alumni Center Information: (650) 723-2021 or (800) 786-2586 (toll free).

Hotel Accommodations. Hotel information is available on the Stanford University alumni reunion website: https://alumni.stanford.edu/get/page/reunion/hotel_info. The two hotels in walking distance to the conference center are The Westin (800.937.8461) and the Sheraton Palo Alto (800.325.3535).

Cancellation/Refund Policy. Requests for registration cancellation and refund must be sent by email to: TheCAI@uw.edu and received by February 2nd, 10 business days before the retreat. The date the request is received is considered the cancellation date. Requests received after the refund deadline will not be processed. Cancellations received on or before February 2, 2015, are subject to a $75 administrative fee deducted from the registration fee paid to cover guarantees and other expenses.

The Collaborative for Accountability and Improvement reserves the right to cancel the retreat, not less than 10 days before the scheduled date, if extenuating circumstances make it necessary. Registrants will be notified using the contact number indicated on their registration form followed by a written notification. If the retreat is cancelled, the Collaborative for Accountability and Improvement's liability is limited to the registration fee paid.

For further information contact TheCAI@uw.edu or visit communicationandresolution.org
The curriculum for the CRP Leader Retreat is supported in part by a 2015 grant to NPSF from the Ullem Charitable Gift Fund.

About the Collaborative for Accountability and Improvement

The Collaborative for Accountability and Improvement is a coalition of individuals and organizations committed to a better way of responding to patients harmed during their care: CRPs. CRPs ensure a principled, comprehensive, and compassionate response to patients, families, and clinicians when a patient is harmed, while swiftly correcting the safety gaps responsible for the care breakdown. Collaborative members come from a diverse range of interest groups including but not limited to: patient advocates, healthcare professionals, healthcare system leaders, patient safety experts, professional liability insurers, regulators, scholars, and attorneys. The Collaborative is operated by the University of Washington. To learn more, visit communicationandresolution.org.

About the National Patient Safety Foundation

The National Patient Safety Foundation's vision is to create a world where patients and those who care for them are free from harm. A central voice for patient safety since 1997, NPSF partners with patients and families, the health care community, and key stakeholders to advance patient safety and health care workforce safety and disseminate strategies to prevent harm. NPSF is an independent, not-for-profit 501(c)(3) organization. To learn more about the Foundation's work, visit www.npsf.org.

About The Risk Authority at Stanford University

The Risk Authority Stanford (TRA Stanford) is an innovative risk management consulting firm dedicated to creating a safer, more responsive healthcare landscape through personal involvement, cutting-edge technologies, superior analysis and award-winning solutions that are both affordable and accessible. TRA Stanford's origins are rooted within the Stanford University Medical Network, and it continues to provide all risk management services to the institution and its two captive insurance companies. The goal of TRA Stanford, first and foremost, is to help save lives and prevent harm to patients. We believe risk management can and should be used to foster sustainable improvements in patient outcomes and satisfaction, as well as in risk financing and hospital performance.

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