

Northwest Communication and Resolution Program Leader Retreat: Achieving Benefits, Avoiding Pitfalls

SEPTEMBER 27-28 | MARRIOTT, SEATAC INTERNATIONAL AIRPORT

The goals of this program are:

- To present Northwest Hospitals to the CRP concept and introduce local and national resources available to help implement highly functioning CRPs
- To lay the groundwork for an alliance of CRP stakeholders (patients, attorneys, hospital leadership, and health insurers in conjunction with the Foundation for Healthcare Quality) committed to the practice and advancement of CRP in the Northwest

At the conclusion of this two-day program, you 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 implement a CRP effectively

Day 1 Agenda

Topic	Presenter(s)	Time
Registration Opens	<ul style="list-style-type: none"> • Please come to the registration tables to grab your retreat materials. 	7:15
Welcome and Introductions	<ul style="list-style-type: none"> • Thomas Gallagher, MD (Executive Director, CAI and Associate Chair, Department of Medicine, University of Washington) • Peter Dunbar, MB, ChB, MBA (CEO, Foundation for Health Care Quality) 	8:05-8:20
What is a CRP and Why Does it Matter?	<ul style="list-style-type: none"> • Timothy McDonald, MD, JD (Director, Center for Open and Honest Communication at MedStar Institute for Quality and Safety) 	8:20-9:00
C-suite/Board Perspective	<ul style="list-style-type: none"> • Timothy Dellit, MD (Associate Dean for Clinical Affairs, University of Washington and Associate Medical Director, Harborview Medical Center) • Gary Kaplan, MD, FACP, FACMPE, FACPE (Chairman and CEO, Virginia Mason Health System) • Stu Freed, MD, (CMO, Confluence Health) • Dave Knoepfler, MD, MBA, FACP, FHM (CMO, Overlake Medical Center) • Joanne Roberts, MD, MPH (Chief Clinical Officer, Western Washington at Providence St. Joseph Health) 	9:00-10:00
Break		10:00-10:10
Keynote: Designing Patient Safety	<ul style="list-style-type: none"> • August de los Reyes (Head of Design and Research, Pinterest) • Joel Cunningham, JD (Luvera Law Firm) • Paula Bradlee, RN (Director of Risk Management & Patient Safety, 	10:10-11:10

	Overlake Medical Center)	
The MACRMI Experience	<ul style="list-style-type: none"> Alan Woodward, MD (Past President, Massachusetts Medical Society) 	11:10-12:00
Lunch		12:00-12:30
The Attorney Perspective	<ul style="list-style-type: none"> Joel Cunningham, JD (Luvera Law Firm) John Rosendahl, JD (FAVROS) 	12:30-1:00
The Insurer Perspective	<ul style="list-style-type: none"> Beth Gomez, RN, BSN, JD (Manager, Coverys Risk Management) Eric Holm (Vice President, Claims, Physicians Insurance A Mutual Company) Victoria H. Rollins, MHA, RN, CPHRM, CPPS (Director of Patient Safety Programs, The Doctors Company) Deanna Tarnow, RN, BA, CPHRM (Director of Risk Management & Patient Safety, BETA Healthcare Group) 	1:00-1:55
The Risk Manager Perspective	<ul style="list-style-type: none"> Marcia Rhodes (Director, Health Sciences & University of Washington Medicine Risk Management) 	1:55-2:15
Break		2:15-2:30
Event Reporting and Analysis	<ul style="list-style-type: none"> Dana Kahn, PharmD, BCPS, MHA (Administrative Director, Quality and Safety at Virginia Mason Medical Center) Timothy McDonald, MD, JD (Director, Center for Open and Honest Communication at MedStar Institute for Quality and Safety) 	2:30-3:15
Open and Honest Communication	<ul style="list-style-type: none"> Timothy McDonald, MD, JD (Director, Center for Open and Honest Communication at MedStar Institute for Quality and Safety) Bruce Lambert, PhD (Director, Center for Communication and Health at Northwestern University) Alexander Hamling, MD (Pediatrician and Culture of Disclosure Physician Champion, Pacific Medical Centers) 	3:15-5:00
Day 1 Closing	<ul style="list-style-type: none"> Thomas Gallagher, MD (Executive Director, CAI and Associate Chair, Department of Medicine, University of Washington) Peter Dunbar, MB, ChB, MBA (CEO, Foundation for Health Care Quality) 	5:00-5:15
Reception dinner	<ul style="list-style-type: none"> Join us for a complimentary light diner and networking + cash bar 	5:15-7:00

Day 2 Agenda

Topic	Presenter	Time
Welcome Back	<ul style="list-style-type: none"> Thomas Gallagher, MD (Executive Director, CAI and Associate Chair, Department of Medicine at the University of Washington) Peter Dunbar, MB, ChB, MBA (CEO, Foundation for Health Care Quality) 	8:00-8:15
Care for the Caregiver	<ul style="list-style-type: none"> Timothy McDonald, MD, JD (Director, Center for Open and Honest Communication at MedStar Institute for Quality and Safety) Bruce Lambert, PhD (Director, Center for Communication and Health at Northwestern University) 	8:15-9:00
Resolution	<ul style="list-style-type: none"> Heather Gocke, MS, RNC-OB, CPHRM, C-EFM (Vice President, Risk Management and Safety, BETA Healthcare Group) Claire Hagan, MJ, CPHRM (Manager of Risk Management Programs, Providence Health & Services) 	9:00-9:50
Break		9:50-10:00
Innovations in Handoffs	<ul style="list-style-type: none"> Trish Kritek, MD, EdM (GME Director of Quality and Safety and Associate Medical Director, Critical Care at the University of Washington) 	10:00-10:30

Mega-case, Part 1: Cognitive Interviewing	<ul style="list-style-type: none"> Timothy McDonald, MD, JD (Director, Center for Open and Honest Communication at MedStar Institute for Quality and Safety) 	10:30-11:30
Mega-case, Part 2: Communication with the Patient	<ul style="list-style-type: none"> Bruce Lambert, PhD (Director, Center for Communication and Health at Northwestern University) 	11:30-12:30
Lunch		12:30-1:00
Mega-case, Part 3: Care for the Caregiver	<ul style="list-style-type: none"> Timothy McDonald, MD, JD (Director, Center for Open and Honest Communication at MedStar Institute for Quality and Safety) 	1:00-2:00
Mega-case, Part 4: Resolution	<ul style="list-style-type: none"> Heather Gocke, MS, RNC-OB, CPHRM, C-EFM (Vice President, Risk Management and Safety, BETA Healthcare Group) Claire Hagan, MJ, CPHRM (Manager of Risk Management Programs, Providence Health & Services) 	2:00-2:45
Break		2:45-3:00
Gap Analysis and Leading Change	<ul style="list-style-type: none"> Timothy McDonald, MD, JD (Director, Center for Open and Honest Communication at MedStar Institute for Quality and Safety) 	3:00-3:45
Moving Forward in the Northwest- Reactor Panel	<ul style="list-style-type: none"> Claire Hagan, MJ, CPHRM (Manager of Risk Management Programs, Providence Health & Services) Alexander Hamling, MD (Pediatrician and Culture of Disclosure Physician Champion, Pacific Medical Centers) Thomas Miller, MD (Medical Director of Quality and Safety, Overlake Medical Center) Randy Moseley, MD, FACP, FHM (Medical Director of Quality at Wenatchee Valley Medical Center) Wanda Paisano (Director of Quality & Risk, Patient Safety, Providence St. Mary Medical Center) 	3:45-4:30
Day 2 Closing	<ul style="list-style-type: none"> Thomas Gallagher, MD (Executive Director, CAI and Associate Chair, Department of Medicine, University of Washington) Peter Dunbar, MB, ChB, MBA (CEO, Foundation for Health Care Quality) 	4:30-4:45

About the Collaborative for Accountability and Improvement



Collaborative
FOR ACCOUNTABILITY
AND IMPROVEMENT

Reaching resolution after patient harm

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 Foundation for Health Care Quality



**FOUNDATION FOR
HEALTH CARE QUALITY**
www.qualityhealth.org

The Foundation for Health Care Quality is a nonprofit organization dedicated to providing a trusted, independent, third part resource to all participants in the healthcare community – including patients, providers, payers, employers, government agencies,

and public health professionals. Originally founded in 1988 to provide an independent review of a Community Health Information Management System, the Seattle-based Foundation has led dozens of evaluations ranging from use of comparison quality standards by consumers to supporting public health agencies in the surveillance of sudden health risks. To learn more, visit qualityhealth.org.

CRP Leader Retreat Speakers

Featured Speaker



August de los Reyes is Head of Design and Research at Pinterest, where he sets the design vision for experiences that help millions of people around the world discover and do what they love. As the former head of Xbox Design, August spent over a decade at Microsoft where he helped pioneer multi-touch interfaces, new ways of measuring emotion, and, most recently, breaking ground for Inclusive Design in the digital arena. August holds an MDesS with distinction from Harvard and is a Fellow of the Royal Society of Arts. He works as a design leader in the field of technology. Four years ago, as a result of medical error, he was rendered paralyzed. By

reflecting on the events leading up to and resulting in his condition through the lens of design, he has applied his own expertise and personal experience to help improve patient safety for others.

National Speakers

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.

Heather Gocke, M.S., RNC-OB, CPHRM, C-EFM, is Vice President of Risk Management and Safety at BETA Healthcare Group where she has overall responsibility for the Risk Management & Safety department. In her role she oversees a variety of risk management and patient safety efforts to include BETA HEART™, a customized and holistic approach to harm in healthcare entities. A registered nurse for 25 years and paralegal, she has dedicated the last 15 to serving in both claims management and risk management roles in the medical malpractice liability arena. Ms. Gocke completed a fellowship in 2009 in patient safety leadership through the AHA and earned her Masters of Science degree in Patient Safety Leadership at the University of Illinois at Chicago, College of Medicine.

Bethany Gomez, RN, BSN, JD, has a combination of over 30 years of medical and legal experience. After practicing critical care nursing at Michigan Medicine, she received her law degree and practiced in the areas of medical malpractice defense, premises liability, probate, business law and continued on as a consultant facilitating and managing early claims resolution at Michigan Medicine. She currently works for Coverys, a medical professional mutual insurance company, as a Manager within the department of risk management covering the Midwest territory.

Bruce Lambert, PhD, is a professor in the department of communication studies and the director of the Center for Communication and Health at Northwestern University. He is currently the principal investigator on a five-year center grant funded by the U.S. Agency for Healthcare Research and Quality to study techniques for optimizing medication safety.

Timothy McDonald, MD, JD, is an internationally recognized patient safety expert and Director of the Center for Open and Honest Communication at MedStar Institute for Quality and Safety. He recently served as the Inaugural Chair of Anesthesiology and Medical Director of Quality and Safety at the 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 healthcare.

Victoria Rollins, MHA, RN, is Director of Patient Safety Programs at The Doctors Company. Her expertise of more than 30 years includes hospital, healthcare administration, and healthcare regulatory compliance. For more than 18 years, she has focused on healthcare risk management and patient safety for hospitals, physician practices, multispecialty medical groups, and integrated delivery systems. She is a Master Trainer for Team STEPPS®.

Deanna Tarnow, RN, BA, CPHRM, is Director of Risk Management & Patient Safety at BETA Healthcare Group. She joined BETA in 2010, having working in the healthcare field for over 25 years, with the last 19 years being dedicated to Risk Management. In her current role, she leads BETA HEART™ (healing, empathy, accountability, resolution, trust), the organization's holistic approach to responding to and reducing harm in healthcare. To date, BETA currently has twenty-one hospitals actively engaged in BETA HEART with additional participants expressing interest in opting in this fall.

Alan Woodward, MD, is a past President of the Massachusetts Medical Society, and is one of the state's leading public health advocates. His commitment to his profession, patients, and the Massachusetts Medical Society spans nearly four decades. A member of numerous committees and task forces over the years, he has been a member of the Society's Board of Trustees and has chaired its Committees on Legislation, Administration and Management, Public Health, and Task Force on Liability Reform.

Local Speakers

Paula Bradlee, RN, Director of Risk Management & Patient Safety at Overlake Medical Center

Joel Cunningham, JD, partner at Luvera Law Firm, specializing in representing plaintiffs in medical malpractice and product liability cases, with an emphasis on cases against large pharmaceutical companies

Timothy Dellit, MD, President of University of Washington Physicians, Associate Dean for Clinical Affairs at the University of Washington and Associate Medical Director for Infection Control, Quality Improvement, and Risk Management at Harborview Medical Center

Peter Dunbar, MB, ChB, MBA, CEO of the Foundation for Health Care Quality

Stu Freed, MD, CMO of Confluence Health

Claire Hagan, MJ, CPHRM, Manager of Risk Management Programs of Providence Health & Services

Alexander Hamling, MD, MBA, FAAP, pediatrician and Culture of Disclosure Physician Champion at Pacific Medical Centers and adjunct faculty at Washington State University College of Nursing

Eric Holm, Vice President of Claims at Physicians Insurance A Mutual Company

Dana Kahn, PharmD, BCPS, MHA, Administrative Director, Quality and Safety at Virginia Mason Medical Center

Gary Kaplan, MD, FACP, FACMPE, FACPE, Chairman and CEO of the Virginia Mason Health System and practicing internal medicine physician at Virginia Mason

Dave Knoepfler, MD, MBA, FACP, FHM, CMO at Overlake Medical Center

Trish Kritek, MD, Professor, Division of Pulmonary, Critical Care and Sleep Medicine, GME Director of Quality and Safety, and Associate Medical Director of Critical Care at the University of Washington Medical Center.

Tom Miller, MD, Emergency Medicine physician and the Medical Director of Quality and Safety at Overlake Medical Center

Randal Moseley, MD, FACP, FHM, Medical Director of Quality at Confluence Health and Board Chair of the Washington Patient Safety Coalition

Wanda Paisano, Director of Quality & Risk, Patient Safety at Providence St. Mary Medical Center in Walla Walla, WA

Marcia Rhodes, Director of Health Sciences & University of Washington Medicine Risk Management and Manager of University of Washington Medicine's Coordinated Quality Improvement Program

Joanne Roberts, MD, MPH, Chief Clinical Officer, Western Washington at Providence St. Joseph Health

John Rosendahl, JD, recently retired partner at FAVROS law firm, primarily representing hospitals, physicians and health systems in medical malpractice cases, including the University of Washington Medical Center, MultiCare Health System, and Children's Hospital and Regional Medical Center

A Special Thank You to Our Generous Sponsors!

Gold



Confluence Health is an integrated healthcare delivery system that includes two hospitals, more than 40 medical specialties and primary care, to provide comprehensive medical care throughout North Central Washington. With over 270 physicians and 150 advanced practice clinicians, Confluence Health is the major medical provider between Seattle and Spokane. Our goal is to deliver high-quality, safe,

compassionate, and cost-effective care close to home. Staying on the leading edge of healthcare innovation is important, so we invest in technology—to provide better care for our patients and allow our providers to operate at the highest level.

Silver



Bronze



Supporters & Friends



Additionally, we would like to thank WSHA and WSMA for endorsing Communication and Resolution Programs (CRPs) and CRP Certification!

