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2014 FORUM

Save the Date!

The 2nd Annual CARE Forum, hosted by MACRMI will be held on:

May 22, 2014

at

The Massachusetts Medical Society
Waltham, MA

Highlights of this year's event will include:

1. An interactive case simulation
2. An update on MACRMI's progress over the last year
3. A private screening of a brand new documentary about Communication and Resolution Programs (CRPs).

Mark your calendars now! We will be sending a registration link in the next few weeks to all of our newsletter subscribers.

Not a subscriber? Click [here](#) to sign up.

MACRMI Adds Sturdy Memorial as New Pilot

Sturdy Memorial Hospital in Attleboro, Massachusetts is the newest member of MACRMI, and its newest pilot site. Sturdy is an independent, not-for-profit, acute care hospital founded in 1913 that primarily serves the residents of Attleboro, Foxboro, Mansfield, North Attleboro, Norfolk, Norton, Plainville, Seekonk, Sharon, Rehoboth, Walpole, Wrentham, and some bordering Rhode Island communities. Dr. Bruce Auerbach, Sturdy's newly-installed President and CEO, had heard great things about the CARE (Communication, Apology, Resolution) program, and believes its philosophy fits exceptionally well with Sturdy's mission to provide safe, high quality, cost-efficient health care. After a presentation to the medical staff on the CARE program in late September with a strong vote of support, the Sturdy team attended a MACRMI meeting in November and decided to implement CARE and officially become a pilot site.

"Sturdy is proud to continue to enforce its values and goals by becoming the newest member of MACRMI and a pilot site for the CARE program," Dr. Auerbach said. "This partnership will complement and advance our initiatives to ensure the quality of care and service we provide for our patients remain high."

Sturdy has a robust quality and patient safety program, in which all hospital departments are involved. The Quality and Service Excellence Committee (QSEC) Program, in place for more than two decades, requires each department to set annual goals to measurably improve competency, quality and service, and to report progress to senior leadership three times per year. The Adverse Events Initiative includes a multi-disciplinary team of health professionals that meets to analyze clinical processes, identify areas where errors could reach patients, and then design and implement failsafes to safeguard against errors that could harm patients. All failsafes are audited after implementation. Insight Quality Peer Review (IQPR) is a comprehensive, meaningful, quality medical staff peer review that Sturdy utilizes. Also on the list is Sturdy's Clinical Risk Committee, comprised of a broad cross section of clinical department heads and executives who review performance against the safety and quality initiatives mandated by regulation and statute, including environmental and employee safety. Last, and certainly critical to any health care quality initiative is monitoring and responding to patient satisfaction issues. Sturdy has used the leading national patient satisfaction vendor for more than 22 years, which enables them to solicit patient feedback to learn where they excel and where improvement may be needed.

Being part of the CARE program demonstrates yet another way that Sturdy pro-actively addresses quality and safety, and is a responsible provider of health care. "Providing support for patients and families, and clinicians, acknowledging and apologizing if something did not go well, keeping patients safe, constantly working to improve the patient experience, and the critical component of good and transparent communication are imperative for hospitals to distinguish themselves." Dr. Auerbach added that his interest in being connected with the CARE program stems from his experience as an emergency physician and his seeing firsthand how grateful patients and family members are when clinicians are forthcoming and sincere. He has high hopes for the impact this program will have on improving our health care system. Sturdy extends its appreciation to MACRMI for being included in this collaborative effort.





Are you on Facebook? Twitter? LinkedIn?

MACRMI is, too!

To get the latest updates about MACRMI, new articles about the CARE process and other relevant patient safety efforts, and to get your questions about CARE answered in a flash, add us to your social media accounts.

Click the links below and you'll be taken to our pages so we can keep you in the loop.



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MACRMI on Film! Larry Kraman, a documentary filmmaker, is in the process of finalizing his new documentary about CRPs. He attended MACRMI's last team meeting and interviewed some of its stakeholders for this film. The trailer is [here](#). in May at our Forum! The trailer is [here](#).



Recent publications in *Health Affairs*

The latest issue of *Health Affairs*, [Exploring Alternatives to Malpractice Litigation](#), is substantially devoted to articles about CARE. Some article topics include the experiences of those sites around the country that implemented CARE-type programs through AHRQ grants, the challenges and lessons learned from the New York program, the impact regulators and legislators can have on the CARE process including ways to help its development along, and many more. To view these articles via a *Health Affairs* subscription, visit their website [here](#). To read select articles that MACRMI members contributed to, you can get free access through Professor Michelle Mello's website until April 3rd. Click [here](#) to read them.

MACRMI at IHI

On December 10th, Dr. Evan Benjamin and Dr. Kenneth Sands had the privilege of leading a workshop at the Institute for Healthcare Improvement (IHI) National Forum. At our workshop there were more than 150 in attendance, with clinicians, QI professionals, and patient advocates all represented. They used the time to highlight the shortcomings of the current liability system, the evidence that supports Communication, Apology, and resolution as a better alternative, the creation of MACRMI, and the structure of our pilot programs.

The workshop confirmed that this remains an area of intense interest to both healthcare professionals and the lay public in general. The audience was highly engaged and ready to interact with comments and questions! The dialogue reflected the great variability in the degree of adoption of communication/apology/resolution... *Read more on [our blog](#).*

Highlighted Resource: CARE Pilot Site Checklist

Interested in implementing the CARE approach at your institution, but aren't sure where to start? Don't know if you're close to having everything you need to be successful, or way off the mark? MACRMI has just the thing to help you guide your preparation and decision-making. The CARE Pilot Site Checklist details the essential things that will need to be in place before moving to a CARE approach, like buy-in from administrative and medical leadership, an existing, rigorous root cause analysis process, and more. To view a download a copy for yourself, please visit our resource library [here](#). MACRMI is available to help institutions as they become pilot sites, and the checklist is a necessary and worthwhile first step.

To find the resources described above, and more, visit us at: www.macrmi.info