

# MITSS Newsletter

Summer 2009

## Save the Date

### THE MITSS 8TH ANNUAL DINNER & FUNDRAISER

The **MITSS 8th Annual Dinner and Fundraiser** will be held on **Thursday, November 12th, 2009**, at the Boston Marriott Copley Place from 5:30 to 9:30 pm. We are thrilled to have **Corinne Broderick**, Executive Vice President of the Massachusetts Medical Society, and **Dale Lodge**, President and CEO of Winchester Hospital and Chairman of the Massachusetts Hospital Association, serving as our 2009 Co-Chairs. "I am honored to be a Co-Chair for this year's MITSS Annual Dinner. I look forward to working with Dale Lodge and the members of the Leadership Committee on this exciting and worthwhile event!" said Ms. Broderick.

MITSS is also proud to announce that **Susan Sheridan**, Co-Founder and President of Consumers Advancing Patient Safety (CAPS), will provide the keynote. Ms. Sheridan became involved in patient safety after her family experienced two serious medical system failures. She is co-founder and past President of Parents of Infants and Children with Kernicterus, which works in partnership with private and public health agencies to eradicate kernicterus.

Ms. Sheridan has received numerous honors and appointments and in 2004 was chosen to lead the World Health Organization's Patients for Patient Safety initiative. She speaks frequently on patient safety and legal reform at national and international events, and edits a regular column on consumer issues in the journal *Patient Safety & Quality Healthcare*. In April 2009, she was named to **Modern Healthcare's list of Top 25 Women in Healthcare**.

When asked about her participation in the MITSS 8th Annual Dinner, Ms. Sheridan said, "I am moved and honored to represent the voice



Dale M. Lodge

Corinne Broderick

Susan E. Sheridan

of the patient and family at the MITSS Annual Event. Together we must acknowledge the profound impact to all when harm occurs within healthcare and go forward in partnership in assuring a transparent supportive, healing environment."

It promises to be a memorable evening – with highlights including a raffle and cocktail reception, exciting live auction, fabulous dinner, and a great lineup of speakers! So, mark your calendars – **November 12th, 2009**. This wonderful evening is being underwritten by **CRICO/RMF**. If you would like to become a sponsor, purchase tickets, or would just like more information, call Winnie Tobin at **(617) 232-0090** or e-mail to [wtobin@mitss.org](mailto:wtobin@mitss.org). Don't miss the opportunity to be a part of this extraordinary event!

## MITSS



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SUPPORTING HEALING. RESTORING HOPE.

# MITSS COLLABORATES WITH MMS, CRICO/RMF, AND PRO MUTUAL GROUP ON FIRST CLINICIAN SUPPORT PROGRAM

On March 13th, 2009, MITSS, in partnership with the Massachusetts Medical Society, CRICO/RMF, and ProMutual Group, hosted a program entitled *"Disclosure and Apology – What's Missing? Advancing Programs that Support Clinicians."* Participants came from across the state of Massachusetts and beyond and included a wide range of perspectives – from healthcare administration, medicine, and nursing, to risk management, social work, and professional associations.

The full day of learning began with informative presentations by Jerry O'Keefe, Director of EAP for Kaiser Permanente, and Dr. David DeMaso, Director of the Office of Clinician Support at Children's Hospital, Boston, regarding clinician support programs in their respective organizations. Then, participants were broken up into working groups to discuss and brainstorm about successes, barriers, and opportunities to supporting clinicians involved adverse events. These work groups would "report out" to the entire group later in the day.

Next, Attorney Paul McTague, Partner at Martin, Magnuson, McCarthy & Kenney, provided important information and clarification regarding the legal issues surrounding clinician support. The afternoon concluded under the deft direction of Jim Conway, Senior VP at IHI and MITSS Board Member. Jim facilitated the reporting back of the working groups, and a lively, fruitful dialogue ensued. Pulling it all together with "take aways" and a roadmap of the day's discussion was Dr. Saul Weingart, VP for Patient Safety at the Dana-Farber Cancer Institute.

The program was extremely well received with Maria Magro-Vassilakis, Program Director of the University of Pennsylvania Nurse Anesthesia Program, remarking, "The Clinician Support Forum was exceptional. It provided me, as a clinician and an educator, the opportunity to share my expertise and network with a diverse group of professionals. It was amazing to be in a room full of great minds with one common interest – advancing programs that support clinicians!"



“ No one in healthcare performs their job with the intent of harming anyone. They are a self-selected, dedicated set of individuals who in the face of human suffering, are committed to do their very best to relieve this suffering. Yet, many people do not understand that the complexity of our healthcare delivery system often places clinicians on the short end of poorly designed clinical processes and systems. We see this every day, and the psychological impact of being involved in an adverse event, medical error, and/or a malpractice lawsuit is often devastating to caregivers. Malpractice and the events leading to it do not leave anyone unscathed. This program has not only raised awareness about this issue but helped open the door to constructively provide institutional support to these individuals. ”

– Luke Sato, MD  
Chief Medical Officer, CRICO/RMF

A white paper is being developed chronicling the day's discussions and findings. Look for it in the upcoming months on the MITSS website at [www.mitss.org](http://www.mitss.org). Since the conference participants expressed a keen interest in continuing the discussion and further connecting with each other to share ideas and information, a Clinician Support Google Group has been set up. The group is by invitation only, but, if you would like to join, call Winnie Tobin at (617) 232-0090 or e-mail [wtobin@mitss.org](mailto:wtobin@mitss.org) to arrange for an invitation.

## MITSS WELCOMES TWO BOARD MEMBERS

MITSS is proud to announce the addition of two new members to its Board of Directors – **Janet Nally Barnes, RN, JD, and Tom Wolfe, MSW, LICSW.**

Janet Barnes is a nurse attorney and the Executive Director of Clinical Compliance and Risk Management at Brigham and Women's Hospital in Boston, MA. In this role, her responsibilities include directing the hospital's clinical compliance programs as well as the clinical risk management programs at the Hospital, providing advice and support to senior management, medical, nursing and professional staff. Ms. Barnes previously practiced as an attorney specializing in medical malpractice defense litigation and as a nurse in pediatric critical care. Ms. Barnes received her diploma in nursing from Massachusetts General Hospital School of Nursing. She graduated from St. Anselm's College in Manchester, NH with a Bachelor's Degree in Nursing and she received her Juris Doctor from Suffolk University Law School. She is past President of the Massachusetts Society for Healthcare Risk Management. Ms. Barnes has lectured locally and nationally on varied risk management, patient safety and legal topics important to today's healthcare providers. When asked about joining the MITSS Board, Janet said "I am deeply honored by this privilege – from the moment I first met Linda Kenney in 2002 and learned about her idea for MITSS, I was impressed with her goals and inspired by her actions. I feel as though I have come full circle."



Janet Nally Barnes, RN, JD

Tom Wolfe, is a graduate of Cornell University and Boston College School of Social Work and has worked in the EAP field for over 30 years. He is a Senior Account Manager and Clinical Associate for Sobel & Raciti Associates (LifeScope EAP). He has worked in a variety of clinical capacities for a number of hospitals (Waltham, Southwood Community, Mount Auburn) and was the director of EAP services at MetroWest Medical Center for 14 years. He has conducted many debriefing sessions following adverse events.

Tom is a 20+-year member of SWAN (Social Work Assistance Network), a voluntary colleague impairment program sponsored by the Mass Chapter of NASW. He has spoken both regionally and nationally on the subject of impaired professionals. He was recently on the Board of Directors, and the Executive Committee of the Massachusetts Chapter of NASW, and he currently chairs the Personnel Committee. "Having worked for hospitals for over 35 years, I am so encouraged to see the shift in attitudes by acknowledging the impact of adverse events, on patients, family members, and providers involved with their care. Being on the MITSS Board fulfills a need to promote awareness and compassion," related Tom.



Tom Wolfe, MSW, LICSW

MITSS is thrilled to have these wonderfully talented, experienced people join our Board of Directors. We very much look forward to working with them both and learning from their unique perspectives.

### SUPPORT FOR CLINICIANS

If you are a physician, nurse, pharmacist, or other clinician having a difficult time following a bad medical outcome, call our confidential toll free support line at 1-888-36MITSS (1-888-366-4877). We're here to listen and support you during what can be a very difficult and painful experience.

## LINDA KENNEY – SPREADING THE MITSS MESSAGE

MITSS Executive Director, Linda Kenney, is a busy woman! In addition to the daily responsibilities of managing a growing non-profit organization, she continues to speak to local, national, and international audiences to spread the MITSS message of *Supporting Healing and Restoring Hope*. Recent presentations have brought her to North Carolina, Connecticut, and Rhode Island.

At the end of April, Linda was asked to present the Keynote Address at the Annual Meeting of the Massachusetts Association for Healthcare Quality (MAHQ). Not only was her address positively received, but she was given the further distinction of becoming an Honorary Member of the MAHQ.



This is an honor not bestowed lightly, having only been given twice in the past to patient safety pioneers Dr. Lucian Leape and Dr. Alan Frankel.



In the upcoming months, Linda will travel to Pennsylvania and Washington, DC in her never ending quest to advocate and educate about support services for patients, families, and clinicians. If you would like to have Linda Kenney speak at an upcoming event or wish further information, please contact Winnie Tobin at **(617) 232-0090** or e-mail [wtobin@mitss.org](mailto:wtobin@mitss.org).

## PATIENT AND FAMILY SUPPORT SERVICES

### Telephone Support

If you are a patient or family member struggling with the emotional impact following a medical error or adverse medical event, please call our confidential toll free support line at **1-888-36MITSS (1-888-366-4877)**.



### Patient and Family Therapeutic Educational Groups

These groups deal with multiple issues commonly experienced by patients and families following unanticipated medical outcomes and medical error. Some of the themes include:

- Trauma and trauma response
- Guilt and Shame
- Dealing with the Medical Community
- Dealing with Family and Friends
- Anger
- Meaning Making
- The Healing Process and Self Care

A summer group is forming now. If you are interested in joining or would like more information, call us at **(617) 232-0090**.