

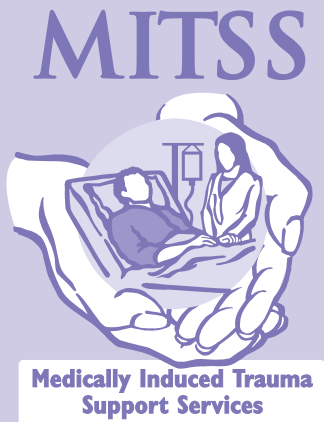
MITSS Newsletter

Summer 2008

A SALUTE TO OUR VOLUNTEERS!

Most non-profit organizations rely heavily on their volunteers to get their work done, and MITSS is no exception. Being a small non-profit with a large reach, we knew very early on that we would have to cultivate a group of multi-skilled volunteers in order to keep up with the exponential growth of our Annual Dinner. We needed assistance in getting the word out to patients and family members in the community about the availability of our services. We also needed help stuffing envelopes, putting together press packets, and taking on the task of organizing our semi-annual fundraising appeal.

What we could not have foreseen was the amazing caliber of the people who would come to work with us. MITSS has been blessed with dedicated, highly skilled people – oftentimes working and meeting well into the evening, long past leaving their regular day jobs. Not only do they “get the work done” – they serve to re-energize us, offer solutions when we’re stumped, and share a few good laughs when we most need it. Everyone volunteering with MITSS has come to be regarded as “family.” So, here’s to you – the MITSS Family of Volunteers – this newsletter is dedicated to each and every one of you.



COMMUNITY OUTREACH COMMITTEE

Beth Conlin
Gina Cravedi
Paula Griswold
Jane Martin
Eileen McHale
Erin O'Donnell
Jamie Stevenson
Deb Wachenheim
Deb Washington

2008 ANNUAL DINNER PLANNING COMMITTEE

Bridget Aucoin
Janet Bean
Martha Boland
Beth Conlin
Joanne Conway
Stacy Cote
Gina Cravedi
Elaine Garland
MaryDana Gershanoff
Lew Long
Jim Marshall
Jane Martin
Maureen McGowan
Elaine Mitchell
Peggy Nee
Chris O'Donnell
Erin O'Donnell
Sue Nevins
Allison Fissel Perry
Jamie Stevenson
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SUPPORTING HEALING. RESTORING HOPE.

A LETTER FROM THE MITSS BOARD CHAIR



Greetings Friends and Colleagues,

I would like to introduce myself as the recently elected Chairperson of the MITSS Board of Directors. I know that many of you have seen the announcement that went out, so this message is not an accounting of my education or credentials. Rather, I would like to let you know who I am and why the MITSS mission is so important to me personally and professionally.

I have been an RN for thirty years and in formal leadership positions for twenty of those years. My experience as a staff nurse at the bedside included the care of medically complex patients in academic teaching environments as well as community hospitals. It became very evident to me early on that the care environment had a significant impact on my ability to deliver care effectively as a nurse. Issues would include: Did I have the right information about the patient, equipment, communication with other team members, and did I know the patient? Was the right staffing in place, given the experience levels of the various nurses and other team members, for the acuity of the patients? Were medications clearly labeled and dispensed in the right doses? Were there non-nursing duties that kept me away from patient care? Were the physicians collaborative and respectful toward the nursing staff? It became very important to me then to pursue a career in leadership roles to implement change, help to improve clinical practice and work environments, and design effective patient care delivery models.

Today, patient care is more complex, yet safer than it has ever been. Still, we have a way to go. Why? Because we have learned in the past decade that we need to stop hiding our mistakes. We need to identify problems, through transparency, before we can fix them. We have also learned that the patient care team that supports safe care must also include the perspective of the patient and family. This is an important frontier still to be fully addressed. MITSS was founded by a patient and physician who had the courage to do the right thing in the face of tremendous odds to the contrary. I believe that their small story has begun to transform hospital cultures around disclosure of mistakes, apology, and providing support in the aftermath of trauma. I refer to the MITSS mission as the true test of our commitment to quality.

It is an exciting time for MITSS. The Board is creating an updated strategic vision and plan for the next level of work to develop and promote expert practices around clinician and patient/family support. Please keep your stories coming, and join the discussion on our newly developed patient and family and clinician blogs (www.mitss.org). We hope that you will attend our Annual Dinner on November 6th – it promises to be a wonderful event this year. Thank you for your support and commitment to patient quality and safety.

Karen O. Moore

PEOPLE AND PLACES IN THE NEWS

For his work in the areas of patient safety and physician and medical student health, **Dr. John Fromson**, Chairman of the Department of Psychiatry at MetroWest Medical Center and MITSS Board Member, is the recipient of the Massachusetts Psychiatric Society's 2008 Outstanding Psychiatrist Award for Advancement of the Profession. Congratulations to John for this much deserved honor!

MITSS Board Members, **Jim Conway** and **Frank Federico**, recently participated in the International Forum on Quality and Safety co-sponsored by the Institute for Healthcare Improvement and the BMJ Publishing Group held in Paris, France. Frank led a day-long session on Patient Safety. There were also a number of posters highlighting patient involvement in the care process on display.



John A. Fromson, MD

MITSS 7TH ANNUAL DINNER AND FUNDRAISER

Thursday, November 6, 2008 • 5:30 to 10:00 pm

Renaissance Boston Waterfront Hotel • Boston, MA



SAVE THE DATE! The MITSS 2008 Annual Dinner and Fundraiser will be held on Thursday, November 6, 2008, from 5:30 to 10:00 pm at the newly opened Renaissance Boston Waterfront Hotel in Boston, MA.

We are privileged to have three distinguished Co-Chairs this year – Robert J. Mandel, MD, MBA; Evan Benjamin, MD, FACP; and, Lynn Nicholas, FACHE.

As the Vice President for Health Care Services at Blue Cross Blue Shield of Massachusetts (BCBSMA), Dr. Robert Mandel has spent the past two years leading the organization's transformation agenda. Dr. Evan Benjamin is Chief Quality Officer for Baystate Health in Springfield, Massachusetts, and Associate Professor of Medicine at Tufts University School of Medicine, as well as faculty of the Institute for Clinical Research and Health Policy at Tufts

University School of Medicine. Lynn Nicholas is the President and CEO of the Massachusetts Hospital Association. Lynn has more than 30 years of hospital and association experience, from New Jersey to Louisiana to Washington, D.C.

MITSS has also assembled an exceptionally strong Leadership Committee this year comprised of prominent members from the healthcare and business communities. We are looking forward to working with everyone on this multi-faceted committee in our quest to make the Seventh Annual Dinner our most successful event to date.

Stay tuned to our website (www.mitss.org) for further details. We are also planning an exciting online auction this year. Be sure to mark your calendars, and join us for our most important fundraising event of the year!



Robert J. Mandel, MD, MBA
Vice President,
Health Care Services,
BCBSMA



Evan Benjamin, MD, FACP
VP & Chief Quality Officer,
Baystate Health, Inc.



Lynn Nicholas, FACHE
President/CEO,
Mass. Hospital Association

TRYING TO COPE WITH A BAD MEDICAL OUTCOME?

If you are a patient, family member, or clinician coping with the emotional impact following a bad medical outcome or adverse medical event, please call our confidential toll free support line at **1-888-36MITSS (1-888-366-4877)** or visit our website at **www.mitss.org**. Call today and begin your journey of healing.

DON'T BE LEFT OUT OF THE DISCUSSION!!!

Share your experiences, views, and insights on the MITSS blogs – one designed especially for patients and families and the other for clinicians.

Visit **www.patientsandfamilies.blogspot.com** for the patient and family blog and **www.mitssclinicians.blogspot.com** for clinicians. Or, access the blogs through our homepage at **www.mitss.org**. Help us to develop a strong community of support for everyone impacted by an adverse medical event. We'd love to hear from you!