

MITSS Newsletter

Fall/Winter 2007

MITSS CELEBRATES ITS SIXTH ANNUAL DINNER AND FUNDRAISER



Emcee Liz Walker



Dr. Donald Berwick, Keynote Speaker

MITSS



Medically Induced Trauma
Support Services

A capacity crowd gathered at the Royal Sonesta Hotel in Cambridge on the evening of November 15th to celebrate the MITSS Sixth Annual Dinner and Fundraiser. The event was chaired by Jack McCarthy, President of CRICO/RMF, and Dr. Gregg Meyer, Senior VP, Center for Quality and Safety at Mass. General Hospital/Massachusetts General Physicians Organization. Serving as emcee was WBZ-TV's Liz Walker, and the featured keynote was Dr. Donald Berwick, President and CEO of the Institute for Healthcare Improvement (IHI). Underwriting the Sixth Annual Dinner were Brigham and Women's Hospital, CRICO/RMF, The Doctors Company, and the Massachusetts General Hospital. Blue Cross Blue Shield of Massachusetts (BCBSMA) was the 2007 Diamond Sponsor.

The evening began with a cocktail reception featuring the soft jazz music of the Winiker Trio.

Friends and colleagues, old and new, mingled among the display of more than 50 fantastic raffle prizes.

An exuberant Liz Walker kicked off the evening's formal festivities in the Grand Ballroom with a warm welcome and an introduction to a short MITSS film. The powerful video documented MITSS's inception, as well as outlined its mission, service offerings, and impact on the healthcare community.

An exciting live auction preceded the speakers' portion of the event. Paul Mordarski, MITSS Board Member, served as this year's auctioneer – hilariously egging on bidders and raising thousands of dollars to support MITSS programs. A three day ski getaway to Beaver Creek and Vail, Colorado, generously donated by the Kimberly Linn McDonald Foundation, topped the live auction prizes.

Continued on page 2

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Sixth Annual Dinner and Fundraiser Continued from page 1

Liz Walker returned to the podium introducing MITSS Executive Director, Linda Kenney. Linda wholeheartedly thanked the sponsors and supporters of the event, as well as the members of the 2007 Leadership Committee, noting that the number of sponsors had doubled since last year's dinner and that attendance had dramatically increased. She gave a special thank you to this year's co-chairs, Jack McCarthy and Gregg Meyer, who also shared some serious reflections as well as a few good natured jabs with Linda at the podium.

Linda then made an impassioned plea for those in the healthcare community to utilize MITSS as a resource. She called upon healthcare institutions to make MITSS literature more visible, to distribute our brochures, and to take the next step of setting up a formal referral process to MITSS.

Liz Walker recognized the 2007 Diamond Sponsor, Blue Cross Blue Shield of Mass, and introduced an old friend and colleague from WBZ-TV, Peter Meade, currently Executive VP of Corporate Affairs for BCBSMA. She paid a heartfelt tribute to her friend, both personally and professionally, referring to him as a man of justice and integrity. Peter Meade had the honor of introducing this year's keynote speaker, Dr. Donald Berwick.

Don Berwick capped off the evening with a moving presentation about the importance of patient-centered care and how

beautifully the MITSS program fits into this context as part of the larger picture. He noted that if patient-centered care were to be prioritized, the other features of quality healthcare (that it be safe, effective, timely, efficient, and equitable) would naturally result. Dr. Berwick related personal anecdotes to bring home his major points and moved many in the audience. "Don Berwick's remarks were inspiring and underscored how vitally important MITSS' work is," observed Nancy Yedlin of the Donaghue Foundation.

It was a wonderful evening, enjoyed by all in attendance. Probably the most poignant comment came from a MITSS Planning Committee member and volunteer. "After spending so many years alone dealing with the effects of trauma due to medical error, I found myself part of a community of patients, medical practitioners, and advocates who spoke openly and honestly about medical error and its effects. It was similar to the relief and emotion I felt after having my misdiagnosis corrected. The cause of such pain and suffering is finally being named, acknowledged, and responded to," said Beth Conlin. For MITSS, there is still much work to be done. We are up for the challenge and hope to see everyone next year!

MITSS SIXTH ANNUAL DINNER

Photos courtesy of MainframePhotographics.com



Co-Chairs Jack McCarthy and Dr. Gregg Meyer



MITSS 2007 Leadership Committee Members in Attendance



Joe Emerson & Gina Cravedi, Leadership and Planning Committee members

MITSS JOINS THE PARTNERSHIP FOR HEALTHCARE EXCELLENCE

MITSS has joined the Leadership Council of an exciting new statewide initiative called The Partnership for Healthcare Excellence.

The Partnership is uniquely focused on helping Massachusetts consumers improve the quality of their health care. It includes physicians, nurses, hospitals, patient and consumer advocacy groups, educators, businesses, labor leaders, public health analysts and many others – people from all corners of the health care system working together to improve the quality, safety and effectiveness of health care in Massachusetts.

The Partnership believes that having patients who are educated, active and engaged is one of the best ways to improve the safety and effectiveness of health care for everyone.

Toward this end, the Partnership is working to educate and motivate consumers to improve the quality of their health care. It is reaching out to consumers through an exciting new print advertising campaign, community events and a new website (www.partnershipforhealthcare.org) that includes information, tools, tips and other resources specifically designed to make it easier for consumers to become active and engaged in their own care.

At the outset, consumers will find on the site information on how to:

- Find a doctor
- Prepare for medical appointments
- Take medications safely
- Prepare for surgery
- Compare hospital quality and patient satisfaction ratings
- Learn more about issues affecting health care quality
- Find additional resources and tools from trusted sources

In the future, resources will be added based on consumer demand and input from members of the Partnership.

The Partnership is also launching an advertising campaign highlighting how patients can become more active and engaged in their own care. And, in the weeks and months ahead, it will be sponsoring a series of community events to help consumers learn how they can play a greater role in improving the quality of their care.

Jim Conway, Senior Vice President of the Institute for Healthcare Improvement and a member of the MITSS Board of Directors, serves as Chair of the Partnership.

To learn more about how the Partnership is working to ensure that consumers have a stronger voice when it comes to improving the quality of their health care, visit

www.partnershipforhealthcare.org.



Auctioneer, Paul Mordarski



Raffle Ticket wreath winners,
Marten van Pelt and Bill Lawlor



BCBSMA's Peter Meade

MSPG GRADUATE PRACTICUM STUDENTS JOIN MITSS STAFF

MITSS is pleased to announce the addition of two graduate practicum students to its experienced staff. Since September, Beth Curley and Renee Lajoie have been working with MITSS helping to provide direct support services to patients, families, and clinicians impacted by adverse medical events. Beth and Renee will both be supervised by Susan LaFarge, Psy.D., Licensed Clinical Psychologist.



Beth Curley

Beth Curley is a student at the Massachusetts School of Professional Psychology pursuing a Masters in Counseling Psychology. Beth has worked in a variety of clinical settings and has taken advantage of research opportunities within the field. Working with trauma patients previously has fostered her interest in learning more about medically induced trauma. Beth has had the opportunity to work with many different

populations, and she looks forward to conducting the clinical groups, providing one-on-one counseling services, as well as advocacy and promoting awareness in the community.



Renee Lajoie

Renee Lajoie is currently working on her Masters in Counseling Psychology at the Massachusetts School of Professional Psychology. Her work with MITSS will primarily focus on working with family members, clinicians, and patients who have suffered a medical error or adverse event. Also, Renee will be helping to research other ways of getting the word out about our organization so that MITSS can continue to grow.

MITSS is excited about the addition of both Beth and Renee to our growing staff. We know that the those we strive to serve will greatly benefit by their experience and enthusiasm.

MITSS TO ENTER THE BLOGOSPHERE

MITSS is very excited to be working with three graduate students from the BU School of Public Health on a communications project that will culminate in the set-up of two MITSS blogs – one for patients and families and the other for clinicians. Alexandra Mendonca, Elizabeth Kenny, and Sara Stry are the group members, and their advisor is Dr. Michael Siegel, Professor in the Social and Behavioral Science Dept. at the BU School of Public Health. The project is part of Dr. Siegel's Mass Communications in Public

Health course. The students have been working all semester setting up the blogs, and plans are to "go live" some time around the first of the year. MITSS is very excited about the project and looks forward to continued input from patients, families, and clinicians as well as engaging in important dialogue around the emotional impact of adverse events. Look for the two MITSS blogs in the upcoming weeks!

If you are a patient, family member, or clinician coping 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).