

IHC's Patient-Centered Communication Series: Disclosing Unanticipated Medical Outcomes

Train the Trainer Program

WHAT

Learn techniques and tools to train clinicians within your organization using IHC's evidence-based *Disclosing Unanticipated Medical Outcomes (DUMO)* workshop. The course addresses the ethical, psychological, legal and business aspects involved in pursuing a successful resolution with patients and families after unanticipated adverse events and outcomes.

CALL TO ACTION

- The Joint Commission on Accreditation of Healthcare Organizations requires hospitals to disclose adverse outcomes and medical errors.
- The evidence is clear: disclosure of medical errors to patients decreases malpractice risk and improves the level of trust and satisfaction between patients and clinicians. Still, many hospitals across the U.S. do not have robust disclosure policies and practices.
- Disclosure of medical errors to patients is recommended by the American Medical Association Code of Medical Ethics, yet US clinician disclosure practices continue to vary greatly.
- Studies have shown that more than half of physicians may mention an adverse event to a patient, but not an error.

LEARNING OBJECTIVES

1. Understand the rationale for greater openness when there has been disappointment with care and possibly injury associated with a medical or systems error
2. Appreciate others' perceptions of situation (e.g., patients, family, colleagues, staff)
3. Follow a stepwise protocol after a disappointing outcome.
4. Acknowledge and respond constructively to the emotional and ethical challenges in these situations
5. Practice the disclosure skills in a variety of clinical situations
6. Qualify to lead disclosure training workshops

WHO WE ARE

The Institute for Healthcare Communication (IHC) is a non-profit organization that has provided evidence-based communication training to over 175,000 members of healthcare teams throughout the United States, Canada and abroad since 1989. IHC is an accredited continuing education provider (CME, CE and CNE).



*"Building Relationships...
...Improving Outcomes"*



INSTITUTE FOR HEALTHCARE
COMMUNICATION

171 Orange Street 2R, New Haven, CT 06510

(800) 800-5907

www.healthcarecomm.org

E-mail: info@healthcarecomm.org

IHC's Patient-Centered Communication Series:
Disclosing Unanticipated Medical Outcomes (DUMO)
Train-the-Trainer Program

"The overall learning process was well designed and effective for the group. Your expertise and heart for the program goals and impact came through during the training and discussions."
- Past Participant

"Excellent material and rich with pearls that allow those participating to apply techniques in professional setting and in life."
- Past Participant

"Best training program I've been to. Intense personal experience."
- Past Participant

IHC Educational Programs and Services

- Skill-building communication workshops
- Train-the-trainer programs (faculty training)
- Clinician coaching and feedback (to assess and improve communication performance)

Selection of IHC Workshops

Team and Patient-Centered Communication for the Patient Medical Home

Candid Conversations: Talking with Female Patients about Sexuality Health

Clinician-Patient Communication to Enhance Health Outcomes

"Difficult" Clinician-Patient Relationships

Disclosing Unanticipated Medical Outcomes

Managing Communication after Unanticipated Medical Outcomes

Coaching Clinicians for Enhanced Performance

Care Not Cure: Conversations at the End-of-Life

Strangers in Crisis: Communication for Emergency Department and Hospital-Based Clinicians

Connected: Communication and EMR

Treating Patients with C.A.R.E. (non-clinical staff)

Coaching for Impressive Care (supervisors)

WHAT DOES IT INVOLVE?

The four components of this train-the-trainer faculty course include:

1. Experiencing the DUMO workshop with a master trainer modeling workshop facilitation
2. Deepening one's own skills in disclosure and resolution of adverse events and outcomes
3. Developing skills for guiding clinicians and organizations in managing disclosure situations
4. Practicing workshop facilitation and delivery skills in preparation for leading the 3.25-hour DUMO workshop independently after an initial observed and coached certification workshop.

WHEN and WHERE and COSTS

When: Monday, October 24 to Wednesday, October 26, 2016

Where: Island Health, Victoria, British Columbia

Tuition: \$3,900, includes written and video course material to teach the DUMO workshop, breakfast and lunch

FURTHER INFORMATION

IHC is currently accepting applications for this train-the-trainer faculty course. Clinicians and risk management professionals involved in professional development are eligible to apply. Submit your application to Teresa Durbin at tdurbin@healthcarecomm.org



 Institute for
Healthcare
Communication



Institute for Healthcare Communication Participant Application for IHC Professional Development Course

NAME OF PROGRAM _____

PROGRAM LOCATION _____

DATE OF PROGRAM _____ TUITION FEE _____

*Payable in full upon acceptance of application**

APPLICANT CONTACT INFORMATION (PART 1 OF 5)

LAST NAME _____ FIRST NAME _____

NAME PREFERRED ON NAME TAG _____

DEGREE(S) _____

If nursing degree(s), please check all that apply: Associate's Diploma Bachelor's Master's Doctorate

POSITION TITLE _____

ORGANIZATION _____

ADDRESS _____

TELEPHONE _____ EXTENSION _____

FAX _____

E-MAIL _____

If it is more convenient for you to use your home address and telephone number, please supply that information below:

ADDRESS _____

TELEPHONE _____ EXTENSION _____

FAX _____

E-MAIL _____

Where did you hear about this course? (Please check all that apply)

- | | | |
|---|--|--|
| <input type="checkbox"/> IHC website | <input type="checkbox"/> Internet search | <input type="checkbox"/> Colleague/word of mouth |
| <input type="checkbox"/> I attended an IHC workshop | <input type="checkbox"/> I attended an IHC webinar | <input type="checkbox"/> IHC post-workshop survey |
| <input type="checkbox"/> Trained as an IHC faculty member | <input type="checkbox"/> Media/news | <input type="checkbox"/> Referred by my organization |
| <input type="checkbox"/> Other: _____ | | |

SUBMIT APPLICATION TO:

**Teresa Durbin | E-mail: tdurbin@healthcarecomm.org | Institute for Healthcare Communication
171 Orange Street, 2R | New Haven, CT 06510-3153 | Tel: (217) 621-6867 | Fax: (800) 538-6021**

** Trainer certification costs are not included in tuition fee. Please see Sponsoring Organization Training Agreement for details. Only certified trainers may use IHC's copyrighted curricula. Cancellation policy: 90% refund 30 days or more before the beginning of the program, 80% refund within 30 days of the program's start date.*

APPLICANT PROFILE (PART 2 OF 5)

Faculty Applicant Name: _____

Please respond briefly to each of the following statements. IHC will review your responses and look for completeness and thoughtfulness. Thank you, and we look forward to knowing you better and working with you!

1. Please describe your position within your organization and how participating in IHC's course will enhance your position and your organization.

2. Please describe your plans within your home organization or healthcare community to apply your IHC training and utilize IHC copyrighted materials upon your return from the course.

3. If you have experience teaching, facilitating, making presentations related to communication skills, and/or mentoring/coaching with healthcare professionals, please describe:

APPLICANT DISCLOSURE STATEMENT TO IHC (PART 3 OF 5)

Faculty Applicant Name: _____

As an accredited sponsor of continuing education activities, including continuing medical education activities (CME), it is the policy of the Institute for Healthcare Communication (IHC) to ensure the balance, independence, objectivity, and scientific rigor in all of its sponsored educational programs. All faculty participating in any activity designated for CME credits must disclose to the audience relevant financial relationships that present any real or apparent conflict(s) of interest that may have a direct bearing on the subject of the CME activity. In addition, you will need to provide this information to the participants in the audience when presenting IHC workshops. Please respond to the following questions.

1. In the past 12 months, have you (or your spouse or partner) had a **relevant financial relationship(s)*** with a commercial organization which includes any entity producing, marketing, re-selling, or distributing healthcare goods or services consumed by, or used on, patients? (Government organizations and non-profits are NOT commercial organizations, so we are not interested in those relationships.)

** Relevant financial relationships are financial relationships in any amount, which occurred in the twelve-month period preceding the time that the individual was asked to assume a role controlling content of the CME activity, and which relate to the content of the educational activity, causing a conflict of interest. The ACCME considers financial relationships to create conflicts of interest in CME when individuals have both a financial relationship with a commercial interest and the opportunity to affect the content of CME about the products or services of that commercial interest. The potential for maintaining or increasing the value of the financial relationship with the commercial interest creates an incentive to influence the content of the CME—an incentive to insert commercial bias. The ACCME has not set a minimum dollar amount for relationships to be considered relevant and does not use the term significant to describe financial relationships. Inherent in any amount is the incentive to maintain or increase the value of the relationship. The ACCME considers relationships of the person involved in the CME activity to include financial relationships of a spouse or partner.*

Yes No

If Yes, move to #2. If No, you're done!

2. You have indicated that you (or your spouse or partner) have a **relevant financial relationship(s)** with a commercial organization which includes any entity producing, marketing, re-selling, or distributing healthcare goods or services consumed by, or used on, patients. Does the educational content—over which you have control—involve the products or services of the commercial organization?

Yes No

If Yes, move to #3. If No, you're done!

3. You have indicated that you will have the opportunity to affect the content of CE/CME **which relates to the products or services of the commercial interest.** Please enter the name of the commercial interest and the nature of the relationship(s).

Commercial Interest	Nature of the Relationship

Thank you for taking the time to complete and sign this form.

(Signature of Faculty Applicant)

(Date)

APPLICANT CV/RESUME (PART 4 OF 5)

Faculty Applicant Name: _____

Please attach a curriculum vita or resume (summarizing your educational background, professional experience, and accomplishments such as publications, awards, professional societies, etc.). You may also enter the CV text in the box below.

INDIVIDUAL FACULTY LETTER OF AGREEMENT (PART 5 OF 5)**The Institute for Healthcare Communication (the "Institute", "IHC")****and****(the "Faculty")**_____
Name of Faculty**(the "Organization")**_____
Name of Sponsoring Organization**Course** _____**Date** _____**Location** _____**Jointly referred to as the "Parties"****Preamble**

As part of the contract/agreement for a full Faculty Development course for the above referenced program, your organization has been designated as a Licensee by IHC. Applicants who successfully complete the course will be designated as Faculty by IHC. As such, your organization has assumed specific responsibilities related to the future use of the materials and delivery of the course, through the IHC Sponsoring Organization Training Agreement. As an IHC Faculty member representing the Sponsoring Organization* it is imperative that you understand and agree to these responsibilities.

IN CONSIDERATION OF THE FOREGOING, the Parties agree as follows:**1. License of Educational Programs**

The Course and Materials provided to the Licensee are copyrighted by and belong to IHC. IHC hereby grants Licensee a limited, royalty free license to use the Course & Materials only as follows:

- a) Only those designated as Faculty are authorized to use the Materials and such Materials shall be used solely for facilitating the Course.
- b) The Applicant agrees that upon becoming Faculty, he/she will utilize the Course and Materials only as delivered to them or the Licensee by IHC.

2. Copyright

The Applicant acknowledges that IHC holds a copyright to Course Materials. As such, all rights are reserved, and Faculty are not permitted to edit, copy, or reproduce any of the educational program material in whole or in part and shall not exploit or further develop these materials without IHC's specific written consent. Course workbooks (or an annual license to print) to support subsequent workshops given by Faculty will be purchased at the current unit rate, through the IHC office.

3. Participation Commitment Terms

- a) Faculty member or the Licensee/authorized personnel of Licensee agree to provide/report the following to IHC at least 15 days prior to the workshop presentation:
 - **ONLINE WORKSHOP INFORMATION FORM**
(<http://healthcarecomm.org/faculty/>)
 - **WORKBOOK ORDER FORM**, if materials are required (<http://healthcarecomm.org/faculty/>)
- b) Within 30 days following the IHC program, the Faculty member or the Licensee/authorized personnel of Licensee agree to provide/report the following to IHC:
 - The **WORKSHOP COVER SHEET** (available at <http://healthcarecomm.org/faculty/>) which includes the following information:
 - Workshop details (facilitator(s), location, length, etc.)
 - Attestation of disclosure requirements
 - Instructions to IHC staff for certificates, and

- All **EVALUATION FORMS** (original or copies) completed by attendees (as provided in the participant workbook), and
- All **PARTICIPANT INFORMATION FORMS** (original or copies) completed by attendees (as provided in the participant workbook), and
- A copy of the **WORKSHOP SIGN-IN SHEET**, with typed/printed names and signatures, and
- Any comments Faculty may have to help IHC learn how the Course and/or Materials are most useful, and
- If the event is NOT a formal workshop, requiring workbooks, then a "Non-workshop use of materials" form should be submitted to IHC.

4. IHC Attribution

IHC has invested substantially in developing the Course. One of the benefits IHC expects to receive as a result of presentation of the Course is acknowledgement throughout the health care community of IHC's role in furthering the effectiveness of health care communication. Faculty agree that it will prominently utilize IHC's name in announcing and promoting the Course and will utilize the materials that have been delivered by IHC. It is understood that no promotion of any product or service of the Faculty in association with the educational program will be made unless agreed to in writing by IHC.

5. Term of Agreement

The term of this Agreement shall be for a period of one (1) year from the course date first shown above. The Agreement will automatically be renewed thereafter unless written notice to the contrary is provided by either of the parties.

6. Termination

Either party shall have the right to terminate this Agreement on sixty (60) days prior written notice to the other. IHC shall have the right to cancel this Agreement at any time if Faculty fail to honor obligations hereunder, or, if in the sole opinion of IHC, Faculty fails to conduct its activities up to IHC's standards.

7. Rights on Termination

Upon termination of this Agreement, Licensee/Faculty shall promptly return or destroy, at IHC's option, all materials provided to it by IHC and expressly agrees not to use same or derivations thereof on its own behalf or on behalf of any third party.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the dates set forth below.

INSTITUTE FOR HEALTHCARE COMMUNICATION, INC.

FACULTY

Signature

Kathleen A. Bonvicini

Print Name

Chief Executive Officer

Title

Date

Signature

Print Name

Title

Date

** If faculty leave the employ of the Sponsoring Organization, and also wish to continue to present the IHC program, an updated signed agreement will be requested from their new Sponsoring Organization.*

SUBMIT ALL FIVE PARTS OF APPLICATION TO:
Teresa Durbin | E-mail: tdurbin@healthcarecomm.org | Institute for Healthcare Communication
171 Orange Street, 2R | New Haven, CT 06510-3153 | Tel: (217) 621-6867 | Fax: (800) 538-6021

AGENDA: 3-Day Disclosing Unanticipated Medical Outcomes Faculty Course

*Managing Communication after Unanticipated Medical Outcomes occupies the first 1.5 days of the three day program. At lunch on day 2, those participating in only the **Managing Communication Training** leave and those staying on for the Faculty Development part of the program continue for an additional 1.5 days.*

*The schedule below shows the activities for the 1.5 day **Managing Communication after Unanticipated Medical Outcomes** and the **3-day DUMO Faculty Development Programs***

(TIMES SUBJECT TO CHANGE)

Day One

Time	Activity	Duration
8:00	Introduction to Train the Trainer Three-Day Course	30 minutes
8:30	Start of 3.25-hour workshop (Managing Communication and Faculty Trainers Part 1) Introductions, premises, research	35 minutes
9:05	Practice 1: Delayed diagnosis/lung mass	20 minutes
9:25	Presentation: When to discuss with patient	15 minute
9:40	Practice 2: Applying ALEE	40 minutes
10:20	Break	15 minutes
10:35	Presentation: Adverse outcome with error	10 minutes
10:45	Practice 3: Vascular surgery on wrong leg/Exploring TEAM	20 minutes
11:05	Presentation: Adverse outcome with error 2	15 minutes
11:20	Practice 4: Hypertension or Breast Lump/Applying TEAM	20 minutes
11:40	Your organization's procedures	10 minutes
11:50	Selections of behaviors to practice Assessment of workshop	10 minutes
12:00	Lunch (working – option view video “Let’s Talk or Georgia Hospital Association video)	60 minutes
1:00	Presentation/Discussion: Managing Communication and Faculty Trainers Part 2 Guiding Principles Role of the Communication Manager C.A.P. Model for Communication Manager	30 minutes
1:30	Advanced skills practice with actors	90 minutes
3:00	Break	15 minutes
3:15	Advanced practice with actors continued	90 minutes
4:45	Assignment of Readings (FACULTY ONLY) Homework for Workshop Rehearsal Review Plan for Tomorrow – Assign small groups and homework for faculty Complete Day’s Evaluation Forms	15 minutes
5:00	Conclusion Day 1	450 minutes

Day Two

Time	Activity	Duration
8:00	Introductions to Day 2: Managing Communication and Faculty Trainers Part 3	15 minutes
8:15	Presentation/Discussion: Organizational Policies addressing Disclosure	45 minutes
9:00	Application of workshop to case studies Integration with policies and resources	45 minutes
9:45	Break	15 minutes
10:00	Application of workshop to case studies continued Strategizing about implementation policies and procedures within organization	60 minutes
11:00	Discussion: What are my/our next steps in implementing the Managing Communication concept and role in my setting? Managing Communication training evaluations (only those who will be giving the workshop need to stay for the last half day)	45 minutes
	MANAGING COMMUNICATION TRAINING ENDS HERE AND WORKSHOP FACULTY TRAINING CONTINUES	
12:00	Lunch	60 minutes
1:00	Presentation/Discussion: Faculty Trainers Part 4 Workshop design	60 minutes
2:00	Workshop rehearsal	45 minutes
2:45	Break	15 minutes
3:00	Workshop rehearsal continued	105 minutes
4:30	Large group Debrief Evaluations for the day	15 minutes
4:45	Conclusion of day 2	435 minutes

Day Three

Time	Activity	Duration
8:00	Overview of the day	15 minutes
8:15	Workshop rehearsal	120 minutes
10:15	Break	15 minutes
10:30	Workshop rehearsal continued	90 minutes
12:00	Lunch	60 minutes
1:00	Large group discussion and role play: Dealing with difficult questions and situations in the workshop	60 minutes
2:00	Implementation strategies for workshop dissemination Obtaining organizational and individual clinical buy-in for attending workshops and utilizing skills	30 minutes
2:30	Administrative procedures for CME, material ordering, working with Institute for Healthcare Communication (IHC) Program evaluations	30 minutes
3:00	End of training	345 minutes
	Total Training Time – 20.50 hours	1230 minutes