

# Mind the Gaps: Avoiding the Risks of Communication Failures in Patient Care

AGENDA | Thursday, JUNE 9, 2016

Breakfast and Registration	
<b>Prologue: Communication Failures in Patient Care</b>	<i>Brief monologues about tragic communication breakdowns</i>
<b>Welcome: Communication Matters</b>	<i>Mark E. Reynolds   CRICO Dana Siegal, RN, CPHRM   CRICO Strategies</i>
<b>Define the Gaps: Communication Failures in Malpractice Cases</b>	<i>Dana Siegal</i>
<b>Case 1: Communication Gaps in Transitions of Care</b>	<i>Lisa Heard, MSN, RN, CGRN   CRICO Chris Landrigan, MD, MPH   Boston Children's Hospital and Principle Investigator for I-PASS</i>
Break	
<b>Case 2: Communication Gaps in the Informed Decision Making/Consent Process</b>	<i>Penny Greenberg, RN, MS   CRICO Strategies Michael Brodman, MD   The Icahn School of Medicine at Mount Sinai Meg A. Rosenblatt, MD   Mount Sinai St. Luke's and Mount Sinai West Hospitals Peter Shamamian, MD   Montefiore Medical Center</i>
Lunch	
<b>Case 3: Gaps in Communicating Test Results</b>	<i>Gretchen Ruoff, MPH, CPHRM   CRICO Strategies Nathan Mick, MD   Barbara Bush Children's Hospital, Maine Medical Center</i>
Break	
<b>Bridging the Gaps: Empathy as a Communication Skill</b>	<i>Helen Riess, MD   Massachusetts General Hospital</i>
<b>What did you hear today? What can you do tomorrow?</b>	<i>Dana Siegal</i>
Adjourn	

## OBJECTIVES

- Describe communication failure
- Define characteristics of successful communication
- Discuss strategies to decrease and remove provider-provider communication gaps. (IPASS, test result management)
- Identify best practices in provider-patient communications (informed consent, empathy)

## CONTINUING MEDICAL EDUCATION

CRICO/Risk Management Foundation of the Harvard Medical Institutions is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

CRICO/RMF designates this live activity for a maximum of 6.5 **AMA PRA Category I Credits™**. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

This activity is designed to be suitable for 6.5 hours of Risk Management study in Massachusetts.