

10th Annual Communication, Apology and Resolution (CARE) Forum

DETAILS

Friday, September 29, 2023 • 10:00 a.m. – 12:30 p.m.
501 Boylston Street, 5th Floor, Boston, MA, 02116

The 2023 CARE Forum will present case simulations and other material for live discussion in Boston, with an option to join live online. Attendees must register in advance. Click [here to attend in person](#) or click [here to attend virtually](#).

AGENDA

- 9:30 a.m.** *Check-in begins for those attending in person*
- 10:00 a.m.** **Welcome**
Barbara Fain, J.D., M.P.P., Executive Director, Betsy Lehman Center for Patient Safety
- 10:05 a.m.** **Introduction to CARE and recent developments**
Melinda Van Niel, M.B.A., CARE Program Director, Betsy Lehman Center for Patient Safety
- 10:30 a.m.** **Case simulation and discussion: Adverse event resolution (Planning, conversation, and resolution)**
Moderated by Pat Folcarelli, R.N., Ph.D., Vice President of Patient Safety, CRICO
- 11:20 a.m.** **CARE Support – A frame for service recovery in the context of CARE**
Karen Fiumara, Pharm.D., Director of Patient Safety, Brigham and Women’s Hospital
- 11:40 a.m.** **Panel and discussion: CARE Support – challenges and opportunities**
Moderated by Barbara Fain, J.D., M.P.P., Executive Director, Betsy Lehman Center for Patient Safety
- 12:05 p.m.** **Provider testimonial**
- 12:20 p.m.** **Closing remarks**
Doug Salvador M.D., M.P.H., Chief Quality Officer, Baystate Health
- 12:30 p.m.** *Lunch discussion to follow for attendees in person*

CONTINUING EDUCATION CREDITS

Accreditation Statement: This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of CRICO/RMF and The Betsy Lehman Center for Patient Safety. The CRICO/RMF is accredited by the ACCME to provide continuing medical education for physicians.

AMA Credit Designation Statement: CRICO/RMF designates this live and live-streamed activity for a maximum of 2.5 AMA PRA Category 1 Credit™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

This activity is designed to be suitable for 2.5 hours of Risk Management Study in Massachusetts.

Previously led by MACRMI, the Betsy Lehman Center now facilitates the use of the CARE model in Massachusetts. For more information, visit BetsyLehmanCenterMA.gov/CARE or contact Melinda Van Niel, CARE Program Director, at Melinda.VanNiel@BetsyLehmanCenterMA.gov

