



Faculty of Medicine

Salim El-Hoss Bioethics and Professionalism Program

المركز الطبي في الجامعة الأميركية في بيروت
برنامج سليم الحوص للأخلاقيات الاحيائية والاحتراف

Dean's Professionalism Series

The *Salim El-Hoss Bioethics and Professionalism Program* at the American University of Beirut, Faculty of Medicine and Medical Center, announces its 5th workshop

Disclosing Adverse Outcomes and Errors: Training for Coaches

Auditorium B1, College Hall
American University of Beirut
Beirut, Lebanon



December 4, 2015

GENERAL INFORMATION

Program Overview

This activity is the 5th workshop held by the Salim El-Hoss Bioethics and Professionalism Program at AUBFM. The aim of this workshop:

A broad consensus holds that adverse events, including errors, must ordinarily be disclosed to patients and families. The challenge thus is not "what is the right thing to do," but "how to say it." Disclosures should promote honesty, enhance safety and quality of care and build stronger relationships among providers, patients, families and the community. This workshop provides specific tools, strategies and concrete practice for those who wish to do this difficult task well, and to help their colleagues do the same.

Objectives

As a result of attending this conference, the participant will be able to do the following:

- ✓ Cite at least five reasons why disclosing adverse events promotes safety, quality, and trust
- ✓ Use diverse specific skills to disclose adverse events in a productive manner
- ✓ Assist, support and coach colleagues who wish to make disclosures but are uncertain how best to do so
- ✓ Provide detailed assistance to institutions to construct high-quality disclosure systems

Target Audience

This workshop has been designed for physicians, residents, allied health professionals, nurses, members of the healthcare team, and risk managers.

ENROLLMENT LIMITED TO 25 PARTICIPANTS.

Venue

The "Disclosing Adverse Outcomes and Errors: A Training for Coaches" Workshop will be held at the **Auditorium B1, College Hall**, American University of Beirut, Beirut, Lebanon.

Lebanese Order of Physicians Statement

The Assessment of Professionalism conference complies with the Lebanese Order of Physicians Continuing Medical Education guidelines.

Registration

The registration fee for this conference is \$150.

Activity Directors:

Thalia Arawi, PhD
Founding Director,
Salim El-Hoss Bioethics & Professionalism Program
Clinical Bioethicist
Vice Chair, Medical Center Ethics Committee
American University of Beirut
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Faculty

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Haavi Morreim, JD, PhD
Professor, Department of Internal Medicine
College of Medicine
University of Tennessee Health Science Center
Memphis, Tennessee, USA

PROGRAM AGENDA:

08:00am – 08:30am Registration

Introductory Remarks

08:30am – 08:40am Opening words
Dr. Kamal Badr (representing Raja N. Khuri Dean, Faculty of Medicine)

08:40am – 09:10am Disclosure: The silent anguish of healers
Dr. Thalia Arawi

09:10am – 09:30am Honesty between physicians and patients: a personal perspective after 40 years in medicine
Dr. Kamal Badr

09:30am – 09:50am Disclosure and the ethical surgeon: challenges of disclosure and truth-telling in different settings.
Dr. Faek Jamali

09:50am – 10:05am **Break**

From Key Elements of Disclosure to Coaching Others' Disclosures

10:05am – 10:40am First Exercise: Adverse event scenario and debriefing
Dr. Haavi Morreim

10:40am – 11:20am Second Exercise: Error scenario and debriefing
Dr. Haavi Morreim

11:20am – 12:15am Preparing for Coaching
Dr. Haavi Morreim

12:15pm – 01:00pm Lunch Break

01:00pm – 02:45pm Third Exercise: Practice in Coaching: Keystone Case
Dr. Haavi Morreim

02:45pm – 03:00pm Coffee Break

03:00pm – 04:00pm Fourth Exercise: Coaching Practice and Debriefing
Dr. Haavi Morreim

04:00pm – 05:00pm Discussion: Creating a Suitable Institutional Framework

Keynote Speaker: **Dr. Haavi Morreim**



Haavi Morreim, JD, PhD is an academician, attorney and an active mediator for both civil and family matters, with cases ranging across health care, employment, contract, landlord-tenant, debtor-creditor and beyond. Dr. Morreim brings a distinctive perspective to health care conflict resolution. For over thirty years she has been a medical school professor focusing on health law and bioethics.

Dr. Morreim's teaching is not the traditional courses-in-classrooms. Rather, she works in the clinical setting's regular rounds and conferences during which faculty and physicians-in-training discuss patients, make medical decisions, and explore broader issues. This has permitted an ongoing, first-hand view of the day-to-day challenges, conflicts and nuances that arise for patients, families, physicians, nurses, and others in the health care setting. Conflict can arise not just between patients and providers, but in any area of the health care delivery system that now requires intense interdependence among professionals previously accustomed to substantial independence. A solid grasp of that context and its communication complexities enables one to elicit, as a mediator, the broad variety of interests and concerns that underlie health care disputes.

Dr. Morreim is also an active scholar and a sought-after speaker. She has authored two books and over one hundred forty articles in journals of law, medicine, and bioethics, including *California Law Review*, *Vanderbilt Law Review*, *Tort and Insurance Law Journal*, *New England Journal of Medicine*, *Journal of the American Medical Association*, *Seton Hall Law Review*, *Health Matrix*, *Archives of Internal Medicine*, *Hastings Center Report*, and the *Wall Street Journal*. She has also presented hundreds of invited lectures nationally and internationally, to such groups as the American Health Lawyers Association, the American Bar Association, the American Medical Association, the National Academy of Elder Law Attorneys, and the Tennessee Bar Association, alongside numerous medical organizations such as the American Medical Association, the American College of Physicians, and numerous state and local medical societies.

Contact Information

For more information about this course, please contact:

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