

DIRECTIONS

MMS Headquarters at Waltham Woods
860 Winter Street, Waltham, MA

FROM BOSTON: West on Mass. Pike/I-90 to Exit 15. Keep right beyond tollbooth. Take Rte. 128/I-95 North to Exit 27B (Wyman Street/Winter Street). Turn right at lights (Wyman Street) and continue right onto Winter Street. Stay in right lane on Winter Street to cross back over Rte. 128/I-95. (See "All" below.)

FROM THE NORTH: South on Rte. 128/I-95 to Exit 27B (Winter Street). (See "All" below.)

FROM THE SOUTH: North on Rte. 128/I-95 to Exit 27B (Wyman Street/Winter Street). Turn right at lights (Wyman Street) and continue right onto Winter Street. Stay in right lane on Winter Street to cross back over Rte. 128/I-95. (See "All" below.)

FROM THE WEST: East on Mass. Pike/I-90 to Exit 14. Keep left beyond tollbooth. Take Rte. 128/I-95 North to Exit 27B (Wyman Street/Winter Street). Turn right at lights (Wyman Street) and continue right onto Winter Street. Stay in right lane on Winter Street to cross back over Rte. 128/I-95. (See "All" below.)

ALL: Stay in far right lane through two sets of lights. Travel around the reservoir for approximately 0.5 mile. Turn left at granite sign for HealthPoint and Waltham Woods Corporate Center. Follow green signs to Waltham Woods Corporate Center to next granite sign for Waltham Woods (860–890 Winter Street). After sign, turn left into the Massachusetts Medical Society.

Due to high traffic volume and weather elements, please allow an extra 30 minutes for travel time. **PARKING IS FREE.**

ACCREDITATION

CME Credit/Accreditation

The Massachusetts Medical Society designates this educational activity for a maximum of 4 category 1 credits toward the AMA Physician's Recognition Award. Each physician should claim only those credits that he/she actually spent in the activity.

This program meets the criteria of the Massachusetts Board of Registration in Medicine for risk management study.

The Massachusetts Medical Society is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

CEU Credit

Attendance at this program meets the Board of Registration in Nursing's requirements for continuing education in Massachusetts pursuant to 244 CMR 5.00, Rules and Regulations.

No Smoking Policy

Consistent with the Massachusetts Medical Society's commitment to wellness and the overall mission of the Society, smoking is expressly prohibited at an MMS-sponsored event.

Non-Profit Org.
U.S. Postage
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Sponsored by the Massachusetts Medical Society and moderated by the editors of the New England Journal of Medicine

Tuesday, March 8, 2005
Massachusetts Medical Society Headquarters
at Waltham Woods, Waltham, MA

Building a Championship Team

2005 PATIENT SAFETY FORUM

continuing education
a risk management program

A RISK MANAGEMENT PROGRAM

Building a Championship Team

2005 PATIENT SAFETY FORUM

Tuesday, March 8, 2005
Massachusetts Medical Society Headquarters
at Waltham Woods, Waltham, MA

**MASSACHUSETTS
MEDICAL SOCIETY
860 WINTER STREET
WALTHAM, MA 02451-1411**



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**MASSACHUSETTS
MEDICAL SOCIETY**

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Learn what elements you need to build your team.

DESCRIPTION

Clear and effective communication and teamwork are important components of improving the quality of medical care. This program will also help to increase awareness of the contributing factors to medical errors in office-based practice and ambulatory settings, and will discuss practical strategies for reducing these errors.

OBJECTIVES

- > Increase awareness of the main contributors to medical errors and their impact on patient safety
- > Understand from the national perspective (Institute of Medicine) the impact a lack of communication and teamwork has on patient safety and the overall quality of health care
- > Develop better skills and abilities to facilitate improved communication amongst health care team members

AUDIENCE

This program is intended for practicing physicians, nurses, and other health care providers, health care leaders, and practice administrators with an interest in improving communication and teamwork in the health care environment.

SCHEDULE

- 7:30 AM REGISTRATION AND CONTINENTAL BREAKFAST**
- 8:00 AM** Welcome/Introductions —
ALAN HARVEY, MD, MBA
President-Elect, Massachusetts Medical Society
- 8:10 AM** Overview —
JEFFREY M. DRAZEN, MD
Editor-in-Chief, [New England Journal of Medicine](#)
- 8:30 AM** Patient Safety and Communication: An IOM Perspective —
HARVEY FINEBERG, MD, PhD
President, Institute of Medicine
- 9:15 AM** Advancing Excellence in Health Care: AHRQ Perspective on Safety and Quality —
CAROLYN M. CLANCY, MD
Director, Agency for Healthcare Research and Quality (AHRQ)
- 10:00 AM BREAK**
- 10:15 AM** Importance of Communication and Teamwork —
JAMES P. BAGIAN, MD, PE
Director, National Center for Patient Safety, Department of Veterans Affairs
- 11:00 AM** Panel Discussion —
 MODERATED BY **GREGORY D. CURFMAN, MD**
Executive Editor, [New England Journal of Medicine](#)
- 12:00 PM ADJOURNMENT**

FACULTY

HARVEY V. FINEBERG, MD, PHD, is president of the Institute of Medicine. He served as provost of Harvard University from 1997 to 2001, following thirteen years as dean of the Harvard School of Public Health. He has devoted most of his academic career to the fields of health policy and medical decision making. Dr. Fineberg helped found and served as president of the Society for Medical Decision Making, and also served as advisor and consultant to the U.S. Centers for Disease Control and the World Health Organization. At the Institute of Medicine, he has chaired and served on a number of panels dealing with health policy issues, ranging from AIDS to vaccine safety. He is the author, co-author, and co-editor of numerous books and articles on such diverse topics as AIDS prevention, tuberculosis control, assessment of new medical technology, clinical and public health decision making, and understanding risk in society.

CAROLYN M. CLANCY, MD, is the director of the Agency for Healthcare Research and Quality (AHRQ). Prior to her appointment as director, Dr. Clancy served as AHRQ's acting director, and as director of AHRQ's Center for Outcomes and Effectiveness Research.

Dr. Clancy is a general internist and health services researcher, and a graduate of Boston College and University of Massachusetts Medical School. She holds the academic appointment of clinical associate

FORUM COLLABORATORS

THE MASSACHUSETTS MEDICAL SOCIETY'S COMMITTEE ON THE QUALITY OF MEDICAL PRACTICE was established in 1997 as a standing committee to improve the quality of health care provided by physicians. If you are interested in learning more about the Committee, please contact David Huffman at (800) 322-2303, ext. 7661, or via e-mail at dhuffman@mms.org.

THE MASSACHUSETTS COALITION FOR THE PREVENTION OF MEDICAL ERRORS was established in 1997 as a statewide public-private partnership to improve patient safety and reduce medical errors. The goals of the Coalition are to disseminate knowledge and information about the causes of medical errors and to develop and support implementation of strategies for prevention. For more information on the initiatives of the Coalition, please visit their website at <http://www.macoalition.org>.

SPECIAL OFFER! Bring a MEMBER OR NONMEMBER physician guest and you'll each enjoy **A SPECIAL DISCOUNT — \$80 REGISTRATION FEE!**

professor in the Department of Medicine at George Washington University School of Medicine and serves as senior associate editor for Health Services Research. Dr. Clancy is a member of multiple editorial boards ([American Journal of Public Health](#), [Annals of Family Medicine](#), [Journal of General Internal Medicine](#), and [Medical Care Research and Review](#)). She has published widely in peer-reviewed journals and has edited or contributed to six books.

JAMES P. BAGIAN, MD, PE, was chosen as the first director of the Veterans Affairs' (VA) National Center for Patient Safety (NCPS) in 1998. As NCPS director, he is responsible for overseeing the entire operation of the Center. NCPS uses a systems approach to error measurement, and development and implementation of techniques designed to reduce avoidable injuries and deaths throughout VA's 173 medical centers and over 771 outpatient facilities.

Dr. Bagian served as a NASA astronaut and is veteran of two space flights — STS-29 in 1989 and STS-40 in 1991 — and has logged over 337 hours in space. He took part in both the planning and provision of emergency medical and rescue support for the first six space shuttle flights.

MODERATORS

JEFFREY M. DRAZEN, MD, editor-in-chief of the [New England Journal of Medicine](#), is currently the Distinguished Parker B. Francis Professor of Medicine at Harvard Medical School. He has served as chief of Pulmonary at the Beth Israel Deaconess Hospital, the combined Divisions of the Beth Israel and Brigham and Women's Hospitals, and finally, as the chief of Pulmonary at Brigham and Women's Hospital. Through his research program, he defined the role of novel endogenous chemical agents in asthma. This led to four new licensed pharmaceuticals for asthma, with over 5 million people on treatment worldwide.

GREGORY D. CURFMAN, MD, has been the executive editor of the [New England Journal of Medicine](#) since 2000. At the [Journal](#), Dr. Curfman is responsible for the editorial development of the front section, he provides editorial oversight for articles dealing with cardiovascular medicine, and he oversees the activities of the editorial office.

REGISTRATION INFORMATION

Preregistration is required and space is limited. Registrations will be accepted on a first-come, first-served basis. To register, complete the registration form and mail it to Massachusetts Medical Society, P.O. Box 9155, Waltham, MA 02454-9155. Or register by calling (800) 843-6356 or faxing (781) 893-0413.

Confirmed registrants will receive notification and directions by mail. Cancellations must be received in writing at the MMS headquarters seven days prior to the program. The program sponsors reserve the right to cancel this program with full refunds to paid registrants.

In case of inclement weather, please call the MMS at (800) 322-2303, ext. 7306, or MMS security at ext. 7427 for program confirmation. We also recommend that registrants log on to the MMS website, www.massmed.org, for any schedule changes and/or program status prior to departing for the program.

Need Special Assistance?

If any participant of this program is in need of special assistance, please do not hesitate to call (800) 322-2303, ext. 7306, in advance of the program. We will do our best to make arrangements for you.

REGISTRATION

(INTERNAL USE: 007029)

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Please check: MMS MEMBER NONMEMBER
 MMS MEMBERSHIP NUMBER: _____

FIRST NAME: _____ M.I.: _____

LAST NAME: _____ MD OTHER

E-MAIL: _____

TITLE: _____

ORGANIZATION: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

PHONE: _____ FAX: _____

REGISTRATION FEE	MMS MEMBER	NONMEMBER
PHYSICIAN	\$100	\$200
PHYSICIAN MEMBER & GUEST	\$80	\$80
<i>(Colleagues should register and pay separately. Photocopy form as needed.)</i>		
RESIDENT/STUDENT/MMSA	FREE	\$50
OTHER	N/A	\$80

Enclosed is my check payable to the Massachusetts Medical Society for \$ _____.

Please bill my credit card for \$ _____.

AMEX VISA MASTERCARD DISCOVER

CARD NUMBER: _____

EXPIRATION DATE: _____

CARDHOLDER'S SIGNATURE: _____