



## Proactively Managing Serious Safety Events

September 24, 2020

9:00 am—11:00 am

Webinar

Research has identified lack of effective leadership as a failure-mode in serious safety events. In many situations, timely and appropriate response can mean the difference between life and death. Taking care of the people; patient, resident, family, and staff is an essential first response step. How the organization responds including transparency, learning, improvement, and resolution can have a significant impact on reputation and patient/family trust. A serious safety event plan supports legal, regulatory, licensure, accreditation and insurance reporting requirements and action steps. This presentation will address important steps in serious safety event response including investigation, disclosure of adverse events, quality/peer review protection, interviews, documentation, preparing for media response, regulatory reporting, root cause analysis and process improvement. Case scenarios, including clinical and building events, will be used.

### Learning Objectives:

- Define the process steps in serious safety event preparation and response
- Identify the importance of transparency and disclosure and media response
- Describe strategies to build a culture of organizational trust, learning and improvement

### Speakers:

- \* Cyndi Siders, RN, MSN, DFASHRM, CPHRM, CPPS, CWCA , Executive Consultant, Risk Management & Patient Safety , Vaaler
- \* Eric Ness, Senior Loss Control, Vaaler

**Continuing Education:** Application is being made to the following agencies: MN Board of Nursing and MN BENHA. The # of CEU's will be indicated on the certificate of attendance provided to each participant who attends the session. To check on final hours awarded, please contact the Medi-Sota office.

### Registration Fees

**Medi-Sota Members: Free**

**Non-Medi-Sota Members: \$ 100/ Person**

**REGISTER NOW** - Or visit the **Medi-Sota Education Calendar** ([www.medi-sota.org](http://www.medi-sota.org)) to register. Prior to the program, you will receive an email with instructions on how to connect. Registration Deadline: September 23, 2020 by 5 pm this ensures all registrants will receive connection instructions & any class material in a timely manner.

If you should have any questions or do not receive a confirmation email, contact

Jennifer Gearman at 320-769-2269 or at [jgearman@medi-sota.org](mailto:jgearman@medi-sota.org)

*Medi-Sota, Serving Rural Health*

*Cancellations must be made no later than 10 business days prior to the start of the course. The full course fee will be charged if cancellation is made in less than 10 business days. Full refunds will be given for all classes cancelled by Medi-Sota. Registration is transferable to another person.*