

MITSS Newsletter

Spring/2009

MITSS JOINS NATIONWIDE EFFORT TO PROMOTE PATIENT SAFETY AWARENESS WEEK

In a concerted, nationwide effort to encourage and strengthen collaboration between patients, families, and their healthcare providers – and create a powerful team for improved patient safety – MITSS is joining other leading healthcare organizations in celebration of Patient Safety Awareness Week, March 8 – 14, 2009.

This year's theme is **“A Prescription for Patient Safety: One Partnership, One Team.”**

In commemoration of this most important week, MITSS is pleased to announce that we are now accepting nominations for our Second Annual HOPE Award. This Award was established in 2008 to recognize people – patients, families, healthcare providers, hospitals (or teams or departments therein), academic institutions, community health centers, grass roots organizations, EAP programs, etc. – who



exemplify the mission of MITSS: **Supporting Healing and Restoring Hope to patients, families, and clinicians impacted by adverse medical events.**

The winner of the HOPE Award will receive a \$5,000 monetary prize to assist in continuing their work. This Award will be presented at the MITSS 8th Annual Dinner and Fundraiser to be held on Thursday, November 12th, 2009, at the Boston Marriott Copley Place Hotel.

If you would like more information about the Award or to download an application form, visit our website at www.mitss.org and click on the 2009 HOPE Award. Feel free to contact Winnie Tobin at (617) 232-0090 or wtobin@mitss.org with any questions.

Also planned for **Patient Safety Week** is a MITSS program co-sponsored with the Massachusetts Medical Society, ProMutual Group, and CRICO/RMF entitled **Disclosure and Apology ... What's Missing? Advancing Programs that Support Clinicians**. This exciting day of learning will be held on March 13th at the Mass. Medical Society in Waltham. Faculty members include Jim Conway of IHI; Dr. David DeMaso of Children's Hospital; Jerry O'Keefe of Kaiser Permanente; and, Dr. Saul Weingart of the Dana-Farber Cancer Institute. Two organizations will share their experiences with implementation of clinician support. Facilitated group discussions will focus on successes, barriers, and opportunities to advance programs that support clinicians.

Join MITSS in celebrating this important week and promoting this year's theme of working together to further our common goals.

MITSS



Medically Induced Trauma
Support Services

MITSS Annual
HOPE Award
Honoring Outstanding People Everywhere
who have furthered the MITSS mission of supporting healing and restoring hope



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SUPPORTING HEALING. RESTORING HOPE.

MITSS GOES MULTIMEDIA!!!



Since the MITSS mission is so closely tied to creating a greater awareness and educating about medically induced trauma, we continually explore new and innovative ways of reaching out to our community. We have set up a number of social networking sites which will help us broaden our reach and strengthen our commitment to supporting anyone affected by an adverse medical event. We would also like to encourage lively and respectful discussion about MITSS and our services as well as relevant and topical patient safety issues.

facebook

MITSS has set up a Group on Facebook (www.facebook.com), probably the most popular social networking website currently used. Joining the MITSS Group allows our Facebook "Friends" to join in a common effort, keep up to date on MITSS happenings, and participate in MITSS online Events. If you are already on Facebook, join the MITSS Group (just search Groups and type in "MITSS"). If you're not on Facebook, don't knock it until you've tried it! Set up a page, and don't forget to join the MITSS Group.

A MITSS "Cause" has also been set up on Facebook (www.facebook.com). A Facebook Cause is an online campaign for collective action which enables non-profit 501(3)(c) corporations like MITSS to raise funds through online contributions. If you are a Facebook user, search Causes, join the MITSS Cause, and help us to strengthen our online effort. If you're not on Facebook, what are you waiting for?



MITSS has a YouTube Channel, and we've begun to post many of our video spots on YouTube. Visit :

www.youtube.com/user/MITSSUtube.com

and let us know what you think. We will be updating video posts as new and interesting pieces become available.



MITSS has teamed up with CarePages to offer patients, families, and clinicians a free, private web page to communicate with their loved ones during a time when support is really needed. At MITSS, we have come to appreciate the amazing healing power that comes with chronicling one's story. Setting up a CarePage is also a great way to share photos, news, and updates. A CarePage can be created and used at any stage of care, and it doesn't have an end date. So, visit:

www.carepages.com/mitss

today and click on "Create" to start your own journal. We are proud to partner with CarePages and are committed to providing patients, families and clinicians with important tools and resources along their journey toward healing.



If you are a MySpace (www.myspace.com) user, visit our MySpace site by typing the word MITSS into the "Friend Finder."

And, don't forget to join the discussion on the MITSS blogs for Patients and Families at:

www.mitsspatientsandfamilies.blogspot.com

and for Clinicians at:

www.mitssclinicians.blogspot.com.

RESEARCH OPPORTUNITY

MITSS has conducted an online survey for patients and family members involved in an adverse event since 1/17/07. This is a voluntary survey, and participants have come from all over the United States as well as Canada, Netherlands, Austria, Ireland, and England.

There have been 147 surveys filled out to date. Respondents have been predominantly female (94%), and 64% of the respondents were the actual patient with 36% being a family member or caregiver. Information gathered to date:

- 79% of respondents (N=133) reported that they did NOT get an apology after their adverse event.
- Of the 21% of the respondents who did get an apology, 58% felt that the apology was NOT sincere.
- 77% of respondents (N=153) reported emotional distress after the event, including symptoms of anxiety, depression and/or post-traumatic stress disorder.
- Nearly all (96%) of the respondents reported that they were NOT offered support services.

Although the broader study is ongoing, these initial statistics are evidence that patients and family members experience emotional distress after an event and are not receiving the supportive steps necessary to care for that distress: apology, disclosure, and referral to support services. We need to have more information from a wider range of respondents to see if these initial numbers reflect a greater number of patients or if there are some clinicians and institutions out there who are doing a better job with offering apology, disclosure and, especially, support.

MITSS is committed to creating awareness and educating the healthcare community about the emotional impact of adverse events on patients and their families. Part of this mission includes gathering accurate data which reflects the current status of apology, disclosure, and support. **If your organization might be interested in partnering with MITSS in order to better understand and mitigate patient and family experiences after an adverse event, we would like to hear from you. Please contact Dr. Susan LaFarge, Licensed Clinical Psychologist, at (617) 232-0090 to discuss this important research opportunity.**

SUPPORT FOR CLINICIANS

If you are a physician, nurse, pharmacist, or other clinician having a difficult time following a bad medical outcome, call our confidential toll free support line at 1-888-36MITSS (1-888-366-4877). We're here to listen and support you during what can be a very difficult and painful experience.

MITSS EXECUTIVE DIRECTOR TO CO-CHAIR NPSF PRE-CONGRESS PROGRAM

Community Engagement from the Patient and Family Perspective

May 20, 2009 – Washington, DC

Linda Kenney, President and Executive of Director of MITSS, and Beverley Johnson, President & CEO of the Institute for Family Centered Care, will Co-Chair this year's Pre-Congress Program at the NPSF Congress in Washington, DC. This unique program has been developed to provide perspective and ideas in support of engaging communities in patient safety work. Patient and family representatives will serve as faculty, offering viewpoints from this important stakeholder group. This event will provide models

for partnership for community members, patient and family representatives, and healthcare workers, teach techniques for driving forward community-based initiatives, and offer tools for developing an action plan for participants who wish to bring patient and family-centered care and community engagement in patient safety work to their communities. For more information, visit www.npsf.org/npsfac/pf/.

MITSS WELCOMES TANISHA WILSON, PSYCHOLOGY PRACTICUM STUDENT



MITSS is pleased to introduce our psychology practicum student for this year: Tanisha Wilson graduated from the University of Massachusetts at Amherst with a BA in Psychology. She is currently pursuing her Masters Degree in Counseling Psychology at the Massachusetts School of Professional Psychology. We asked Tanisha to reflect a bit on her experiences at MITSS thus far and her plans for the future:

I did not know anything about MITSS or medically induced trauma until a few weeks before the interview. I was excited to learn that there was an organization that helped not only patients and family

members, but also the "other side of the story" with nurses and other clinicians. The blogs I read on both sides touched me, and I was eager to help in any way that I could.

Currently, I work as a co-facilitator for the weekly support groups and have an individual client with a medically induced trauma. These amazing women are teaching me about life and survival after trauma.

In the future, I would love to have my own private practice specializing in women's mental health and also do some advocacy work with single parent families.

We are very happy to have Tanisha working with us for the 2008/2009 academic year and wish her great success in her future practice.

PATIENT AND FAMILY SUPPORT SERVICES

Telephone Support

If you are a patient or family member struggling with the emotional impact following a medical error or adverse medical event, please call our confidential toll free support line at **I-888-36MITSS (I-888-366-4877)**.



Patient and Family Therapeutic Educational Groups

These groups deal with multiple issues commonly experienced by patients and families following unanticipated medical outcomes and medical error. Some of the themes include:

- Trauma and trauma response
- Guilt and Shame
- Dealing with the Medical Community
- Dealing with Family and Friends
- Anger
- Meaning Making
- The Healing Process and Self Care

If you are interested in joining a group or would like more information, please give us a call.