

MITSS Newsletter

Winter/2007

MITSS CELEBRATES ITS FIFTH ANNUAL DINNER AND FUNDRAISER



foundation, established credibility, and forged solid partnerships with local and national healthcare organizations. Our continued success depends on the depth and vitality of these collaborations. Now that much of the groundwork has been laid, Linda Kenney called upon the members of the healthcare community to establish a systematic referral process to the MITSS program.

MITSS



Medically Induced Trauma
Support Services

Thank you to all who made our Fifth Annual Dinner and Fundraiser our most successful event to date!!! A wonderful evening was enjoyed by a record number of attendees coming together at the Seaport Hotel/World Trade Center on the evening of November 9th, 2006. Twenty healthcare and business organizations, as well as a very generous anonymous friend, sponsored the event. A cocktail reception kicked off the festivities at 6 pm. Over 50 fantastic raffle items were displayed, as hopeful winners purchased tickets and vied for the most coveted prizes. A delicious dinner followed with the lucky prize winners being announced throughout the evening by auctioneer extraordinaire Paul Mordarski, also a MITSS Board Member.

MITSS Executive Director Linda Kenney, Board Chairman Rick van Pelt, and Communications Director Winnie Tobin addressed the audience highlighting MITSS's accomplishments of the past year as well as outlining its strategies for 2007. The resounding theme that arose was that now is the time for ACTION! Over the past four years, MITSS has built a strong

Dinner Co-Chairs, Dr. Anthony Whittimore, Chief Medical Officer at Brigham and Women's Hospital, and Maureen Bisognano, Executive Vice President and Chief Operating Officer at the Institute for Healthcare Improvement, then shared a few reflections about MITSS and its crucial work. They introduced the keynote speaker for the evening, Julie Morath, Chief Operating Officer of the Children's Hospitals and Clinics of Minneapolis and St. Paul. Ms. Morath gave an inspirational presentation regarding her own institution's commitment to partnering with patients and families in pursuit of improved patient safety.



Dr. Lucian Leape and Linda Kenney

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SUPPORTING HEALING. RESTORING HOPE.

FROM THE EXECUTIVE DIRECTOR – AN UNEXPECTED GIFT



Every year before the holidays, I make my wish list known to my family. This year it was a camera, a new wallet, and a new handbag (red). And, of course, like every mother I told my children I didn't want them to spend too much – instead, their gift to me could actually be to save their money!

This year I got everything on my list, an awesome camera for me to get started on my new hobby and a great red wallet to go with my fabulous red handbag. But, to my surprise, the best gift I received this holiday wasn't on my list or purchased. It touched me to my very soul and validated everything I have been working so hard for over the past five years.

A week before Christmas, I met with Martha B. Burke, LICSW, the Director of Social Work from the Brigham and Women's Hospital, to follow up on some educational in-services that MITSS had done with the Social Work staff and Patient and Family Relations staff. These meetings consisted of education around the emotional impact adverse medical events have on patients and families short and long term. We also had the opportunity to let these departments know more about MITSS services and how to make referrals. She shared with

me about two different cases where the MITSS brochure was made available to either a patient or family member. The specifics about the cases were not told to me, only the fact that MITSS brochures were given to the patients/families and referrals were being made to the MITSS organization. This was the gift!!

The fact that support was being made available to the patient and/or family members seemed so very RIGHT!! I started to cry when she told me. You see, it was the very thing my family and I needed following the adverse medical event that almost took my life in 1999. It's also what I continue to hear from patients and families from all around the country. I told her this is what I would have wanted after my event. I couldn't believe I was crying – I blamed it on hormones (something a woman of my age can get away with and it's believable!). But, the truth of the matter is, I am crying now as I type this. This is exactly what everyone at MITSS has been working so hard for over the last several years. The same institution where my event took place is not only taking on disclosure and apology, they are closing the loop by having emotional supports in place for patients and families as well as their clinicians.

However, what is happening at the Brigham and Women's Hospital would not have been possible without the firm commitment from the leadership to establish a referral system

MITSS FIFTH ANNUAL DINNER



Julie Morath, Keynote Speaker,
surrounded by MITSS Board Members



Dr. Rick van Pelt, MITSS Board
Chairman



Dr. Donald Berwick and Linda Kenney

and the dedication of the Risk Management Department, Patient Family Relations, and Social Work to see this through.

Over the last several years, MITSS has been relentlessly creating awareness around the emotional impact and educating on the need for support following adverse medical events. We will continue our educational program, but 2007 is the year for ACTION!! We will be working closely with healthcare organizations committed to providing support for their patients, families, and clinicians. All the best in upcoming year; and I look forward to working with you.

Warmly,



Linda K. Kenney

MITSS OFFERING EXTENDED GROUPS TO PATIENTS AND FAMILIES IMPACTED BY MEDICALLY INDUCED TRAUMA

MITSS is offering short term (10 week sessions) educational support groups for patients and families impacted by unanticipated medical outcomes. Since the fall of 2006, patients and families have had further flexibility, as groups are now being held at the MITSS offices in Chestnut Hill as well as at South Shore Hospital in Weymouth. These groups are intended to assist patients and family members process these events in a supportive environment and will be held under the direction of Susan LaFarge, Psy.D., Clinical Psychologist. If you would like further information or would like to make a referral to MITSS, please give us a call at **(617) 232-0090** or toll free at **1-888-36MITSS**.



Winnie Tobin, MITSS Communications Director



MITSS Board Members -- Dr. Eric Knox, Marten van Pelt, Dr. Rick van Pelt, and Paul Mordarski



Maureen Bisognano, Dinner Co-Chair



MITSS New Home Page

MITSS is delighted to announce the launch of our newly redesigned website. We've got a brand new look along with a more user-friendly, easily navigable site.

A major goal of this past year has been for greater clarity of the MITSS message, and the design and content of the new site goes hand in hand with our objective. Also, as MITSS continues to reach out to patients and families, as well as clinicians impacted by adverse medical events, we have included surveys and a Share Your Story feature. We've also added significantly to our Resources sections.

If you haven't already, check us out at www.mitss.org. We invite you to participate in one of our surveys as we continually strive to improve on existing programs as well as find more innovative ways to support patients, families, and clinicians who have experienced an adverse medical event. Let us know what you think – your input and feedback are truly important to us!

Linda K. Kenney, MITSS Executive Director, and **Dr. Rick van Pelt**, Chairman of the MITSS Board of Directors, will serve as faculty members for a seminar series sponsored by AIG Healthcare in collaboration with the National Patient Safety Foundation's *Stand Up for Patient Safety* program. This is a traveling seminar that will be hosted in 10 cities throughout the United States in 2007 entitled *Transparency and Medical Errors: From Concept to Implementation*. The series kicks off on March 7th in Nashville, Tennessee, and concludes in Honolulu, Hawaii, on August 15th.

This past October, **James B. Conway**, MITSS Board Member, joined the Institute for Healthcare Improvement (IHI) as a member of its leadership team and Senior Vice President. We wish Jim all the best as he embarks on this new chapter in his long and distinguished career.



Dr. Leo Stahlbach, Chris and Erin O'Donnell check out the raffle table



Paula Griswold, Effie Brickman, and Julie Polovina of the Mass. Coalition for the Prevention of Medical Errors with Peggy Martin, ASHRM President (in red)

MARCH 4TH THROUGH MARCH 10TH IS NATIONAL PATIENT SAFETY AWARENESS WEEK

MITSS Executive Director, **Linda Kenney**, and Board Chair, **Dr. Rick van Pelt**, will be commemorating *National Patient Safety Awareness Week* by speaking at various conferences throughout the country:

MARCH 5 AND 6TH

Hospital and Health Association of Pennsylvania
Gettysburg, Pennsylvania

MARCH 7TH

AIG/NPSF Sponsored Series "Transparency & Medical Errors:
From Concept to Implementation"
Nashville, Tennessee

MARCH 8TH

The Kimberly MacDonald Foundation
Vale, Colorado

MITSS FIFTH ANNUAL DINNER CONTINUED



Dr. Alex Hannenberg, Dr. Carol Hannenberg, and Dr. Allan Frankel



MITSS Volunteer, Peggy Nee, tends the balloon raffle

5th Annual Dinner Continued from page 1



Maureen Bisognano, EVP/COO for IHI, and Dr. Anthony Whittemore, CMO at Brigham and Women's Hospital, Dinner Co-Chairs

Patient Safety for the purpose of funding patient safety research and education. In addition, Dr. Leape indicated that the Foundation is committed to donate the same amount for the next two years. He then challenged others to match this gift to MITSS.

The evening was topped off by an exciting live auction featuring a week's stay at a country house in the Loire section of France. MITSS is extraordinarily grateful for the support of our 2006 Annual Dinner and Fundraiser, and we hope to see you all next year!!!

Dr. Lucian Leape, of the Harvard School of Public Health, made a presentation from the Leape Foundation for Patient Safety of \$10,000 to MITSS Executive Director, Linda Kenney. Dr. Leape has committed his speaking fees to the Leape Foundation for

SAVE THE DATE

The MITSS Sixth Annual Dinner and Fundraiser
will be held on

Thursday, November 15th, 2007

AT THE ROYAL SONESTA HOTEL IN CAMBRIDGE

FROM 5:30 TO 10 PM.

Stay tuned for details as they unfold!

